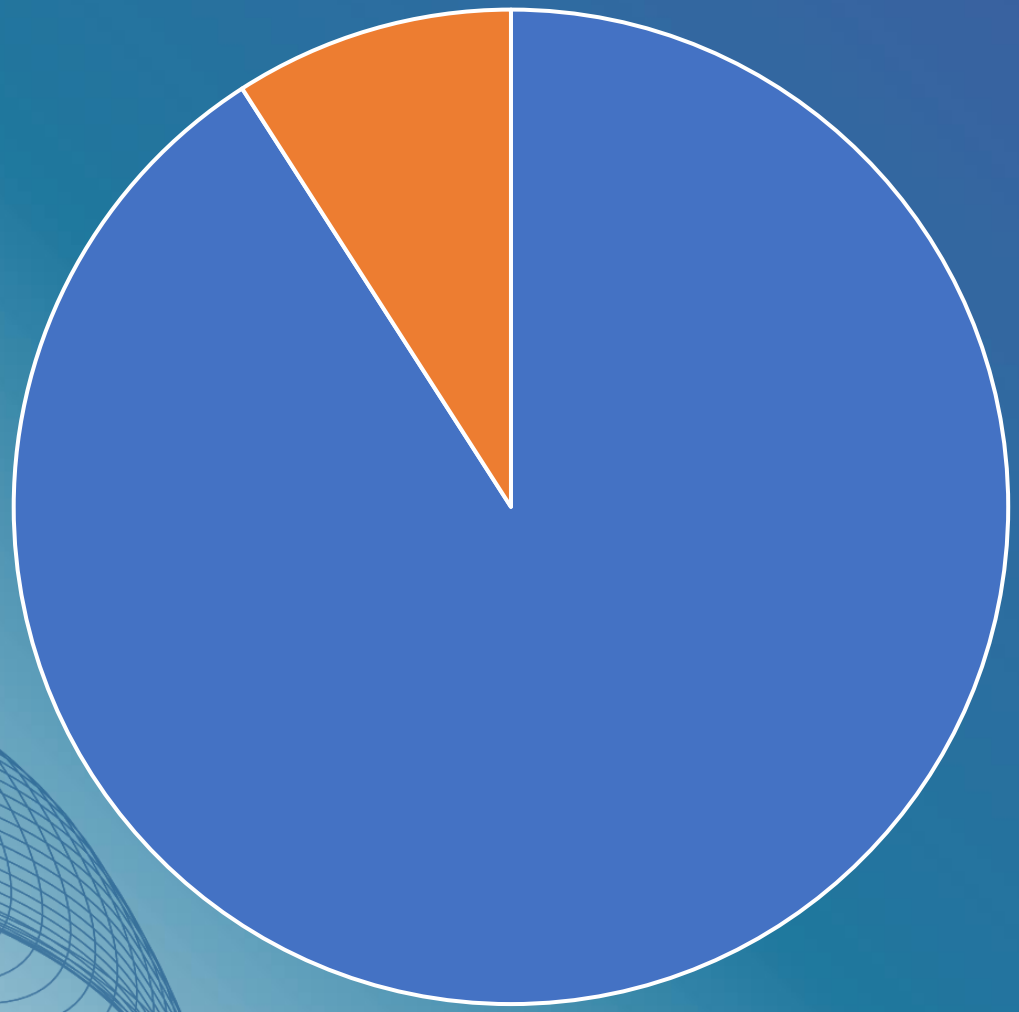
Developico

1.3 mld USD spent for Digital Transformation



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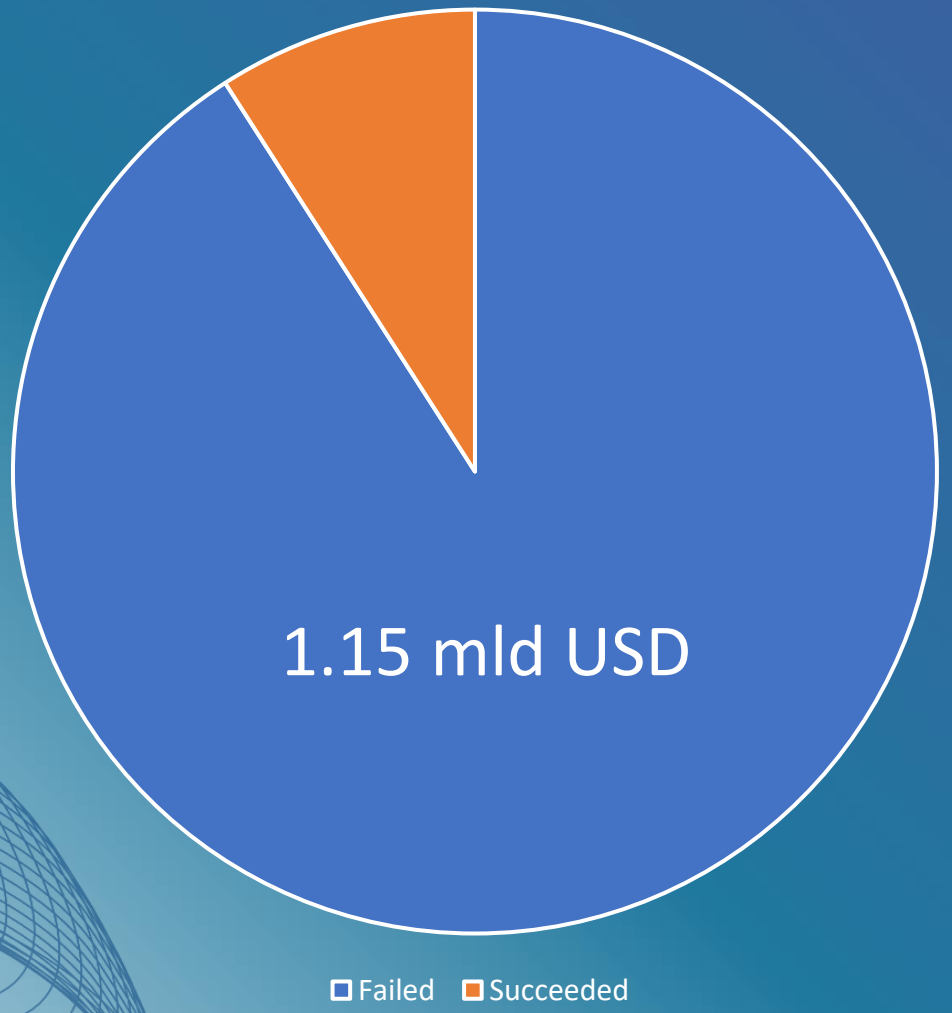

Developico

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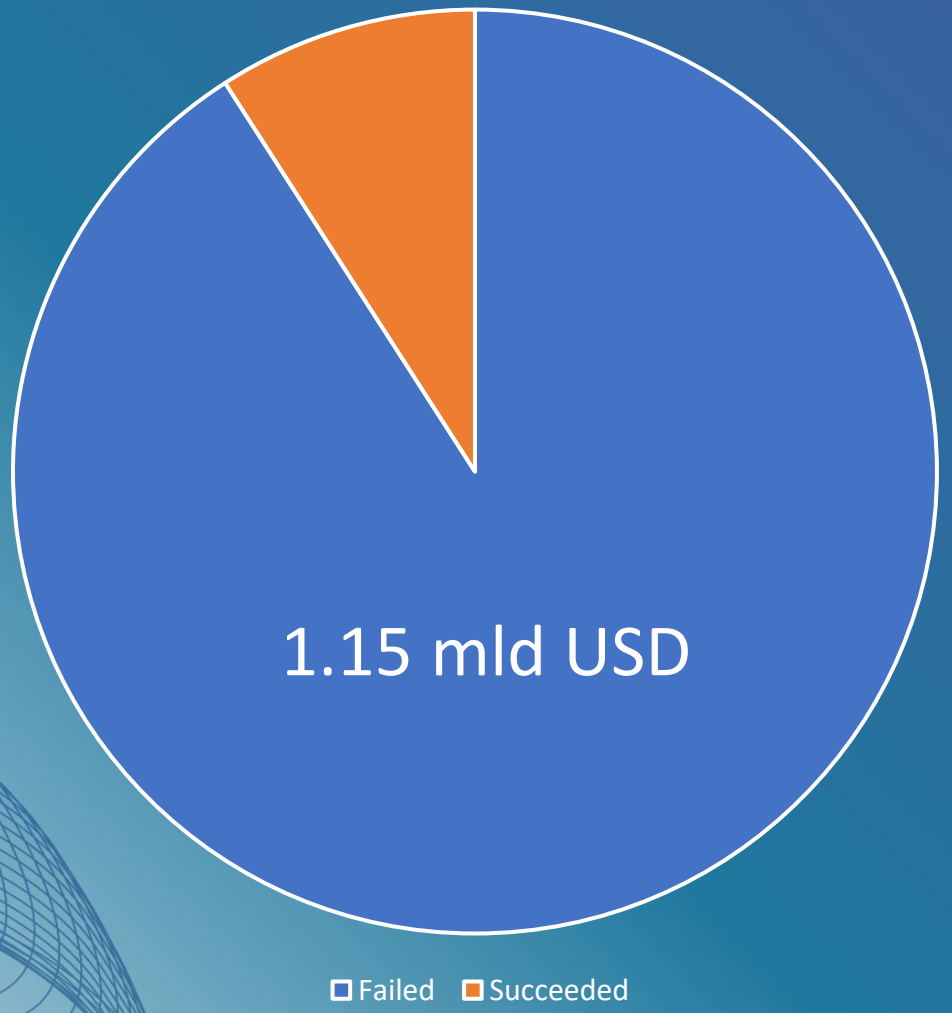
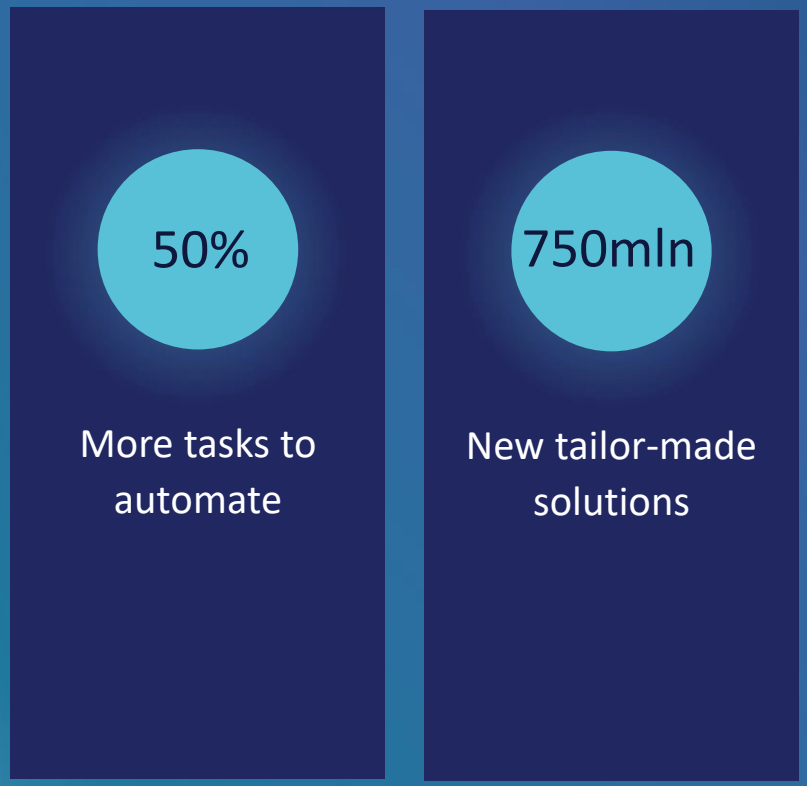


Developico

A i tak

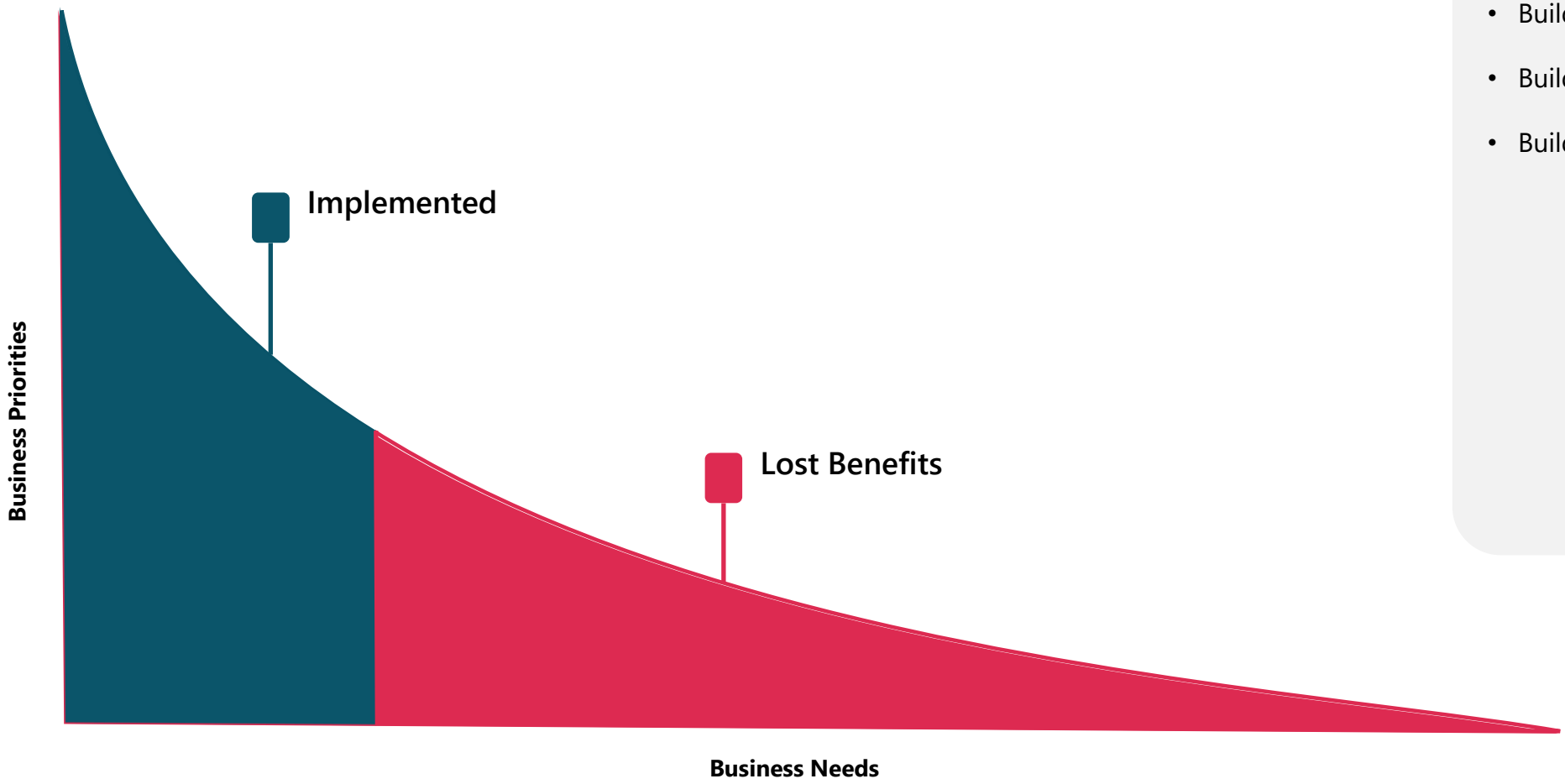
73% liderów z biznesu uznaje transformację cyfrową za kluczową

(źródło: raport McKinsey).



Sources: DORA, Black Duck, ISC, IDC, Forrester, AppAnnie, Microsoft, IDG: Big Data Survey, McKinsey, Quantifying the Worldwide Shortage of Full-Time Developers (idc.com)

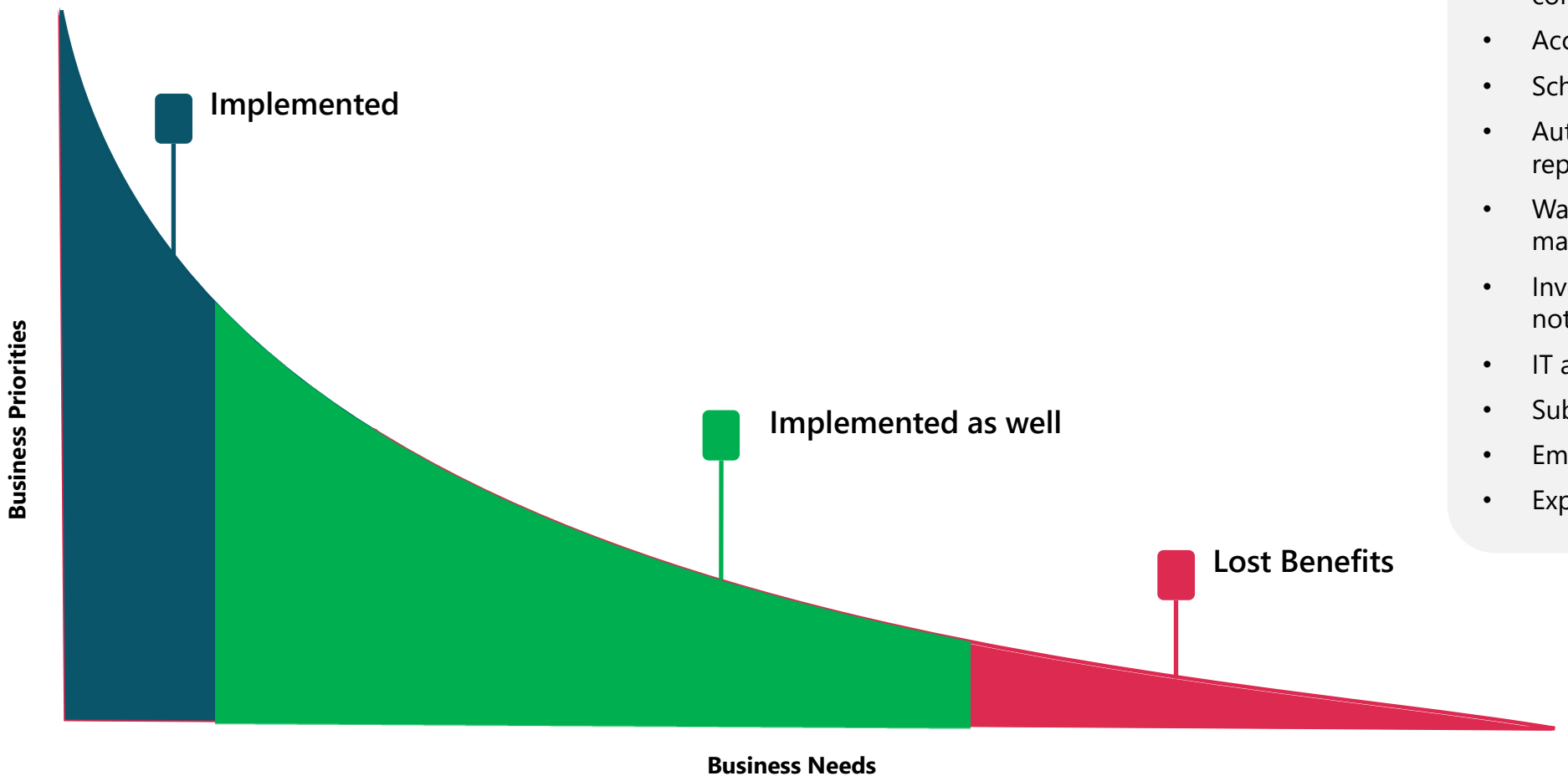
Digital Transformation



Custom Development

- CRM system
- SAP integration with M365
- Building advanced integrations
- Building your own LLM model
- Building an ETL process for reports

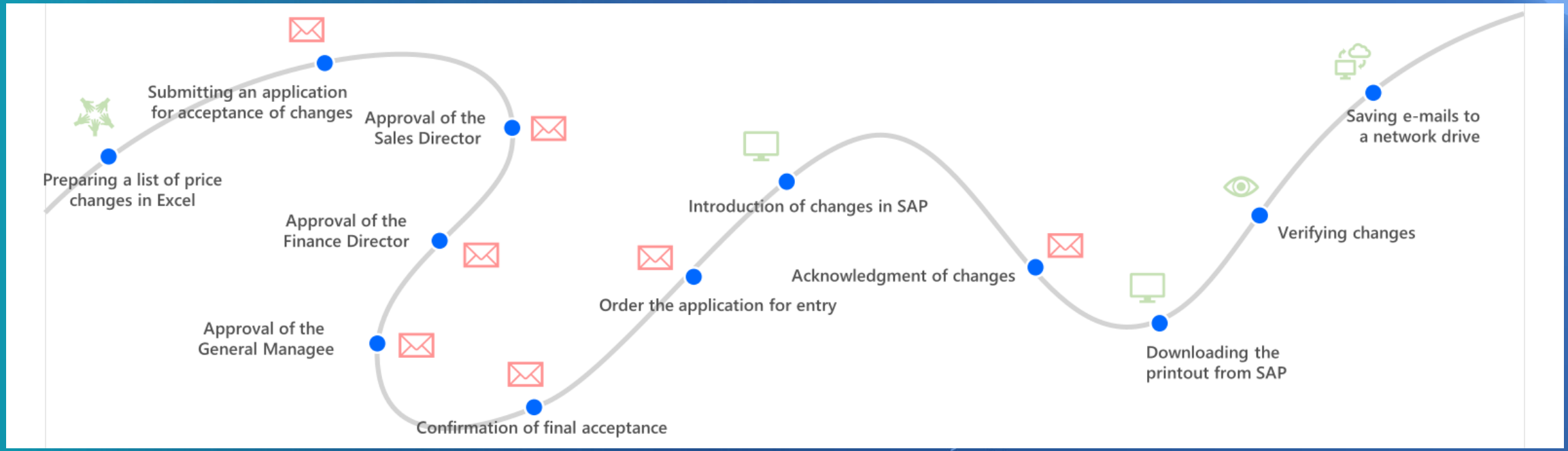
Hyper Digital Transformation



No Code / Low Code

- SAP integration with M365
- Price approval process, tracking changes and conducting the approval collection process
- Acceptance of an order or quote
- Scheduling meetings with clients
- Automation of financial management reporting
- Warehouse replenishment management
- Inventory forecast and low inventory notifications
- IT assortment management
- Submitting working time reports
- Employee onboarding
- Expense reporting process

Develepico



- 120 wniosków akceptacji zmian cen
- 20 produktów podlegających zmianie cenowej
- 60 audytów

Przekłada się to średnio rocznie na:

- 2400h potrzebnych do obsługi procesu
- 240h potrzebnych do przygotowania danych pod audyt
- Do 20 dni na zakończenie pojedynczego cyklu

Developico

HYPER DIGITAL TRANSFORMATION

BENEFITS

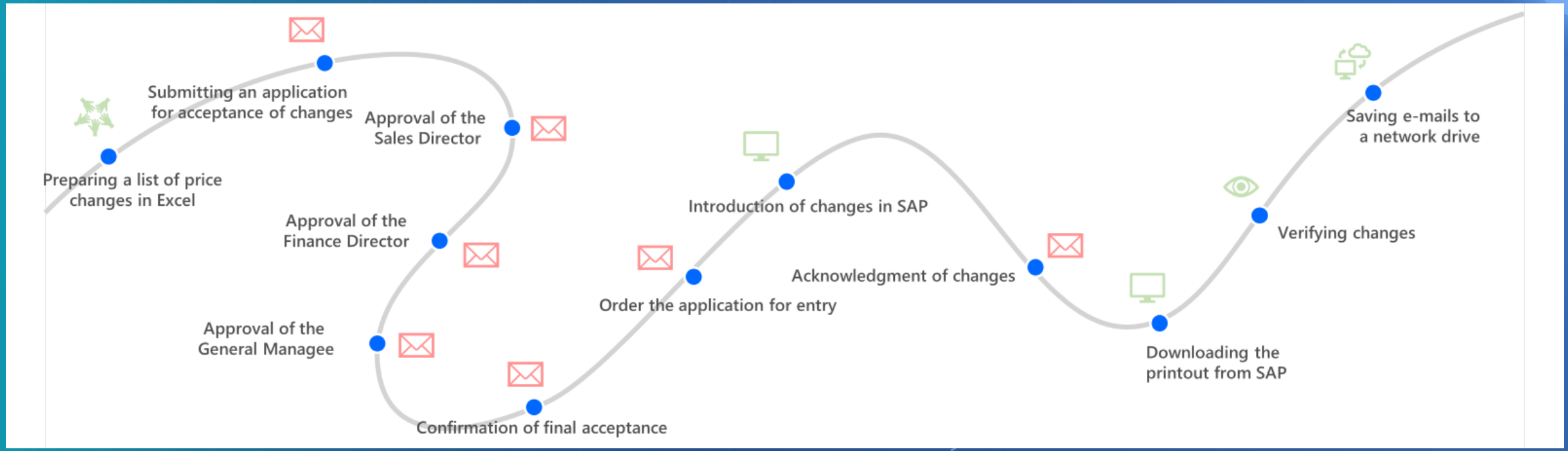
FREEING UP IT RESOURCES	"82% of companies consider developing IT solutions outside the IT department as important"
EFFICIENCY AND TIME SAVING	"No-Code can **reduce delivery time by 90%**"
MONEY SAVINGS	"Over 3 years, savings in the IT department **increased by USD 4.4 mln**„
MORE DATA AT HAND	"We collected data that **was not available before**."

CUSTOMER TESTIMONIALS

SCHNEIDER ELECTRIC	"60 applications in 20 months. Most in 10 weeks"
BUDIMEX	"Apps reduced working time by over 85%„ "The number of registered reports increased by 300%"
RICOH	"Return on investment is 253% in 7 months."

Hyper Sprint?

Develepico



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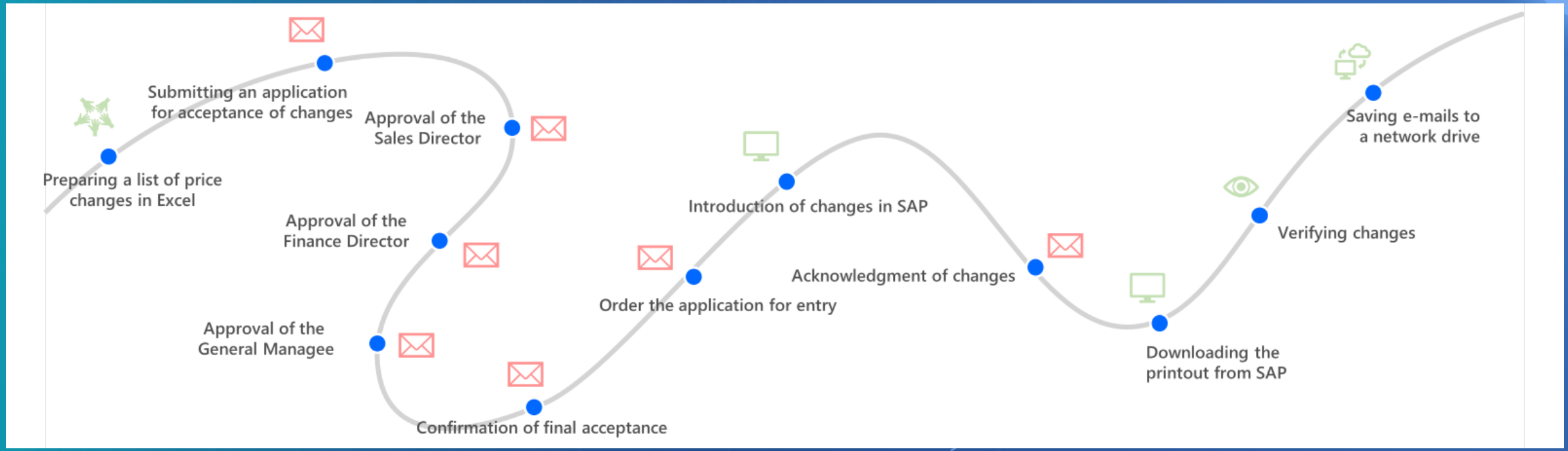
Develepico



- 120 wniosków akceptacji zmian cen
- 20 produktów podlegających zmianie cenowej
- 60 audytów

Przekłada się to średnio rocznie na:

- 2400h potrzebnych do obsługi procesu → 600h
- 240h potrzebnych do przygotowania danych pod audyt → 30h
- Do 20 dni na zakończenie pojedynczego cyklu → 5

Business Value

Process Duration: 96 hours (of 480 hours per year)

- 75%

Time commitment 600 hours (out of 2,400 hours per year)

- 75%

Audit preparation time: 30 hours (out of 240 hours per year)

- 90%

Costs:Savings ratio

ROI 300%

Other benefits

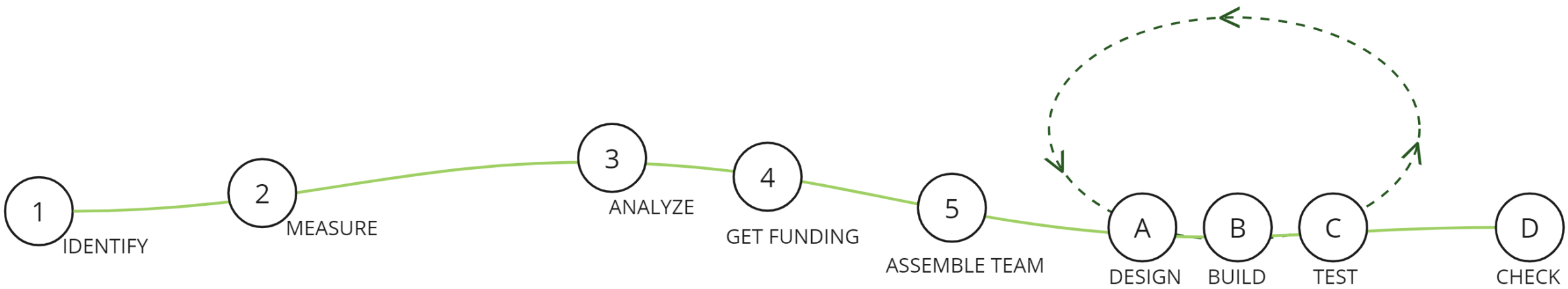
RESOLVED NEGATIVE IMPACT
on audit preparation. Audit data is completed and stored on an ongoing basis and all information is available at hand

NO LICENSING COSTS
related to obsolete software (JIRA)

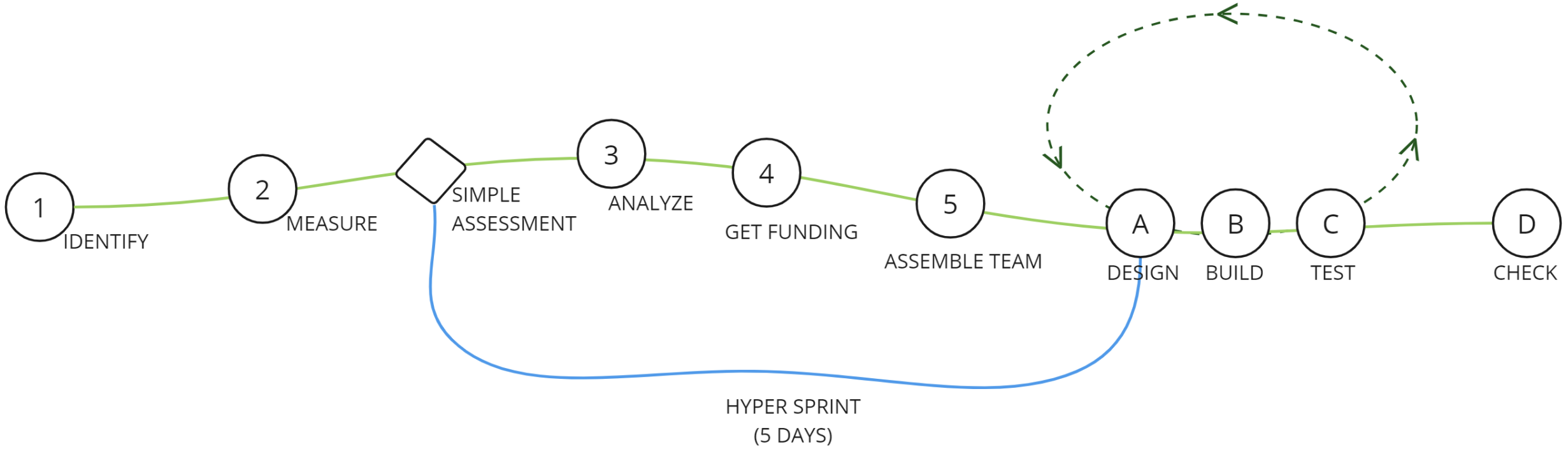
IMPROVED EMPLOYEES SATISFACTION
Fewer problems related to proactively monitoring the process, obtaining data for audit, understanding the process or maintaining it

Developico

Developico


1
IDENTIFY
2
MEASURE
3
ANALYZE
4
GET FUNDING
5
ASSEMBLE TEAM
A
DESIGN
B
BUILD
C
TEST
D
CHECK

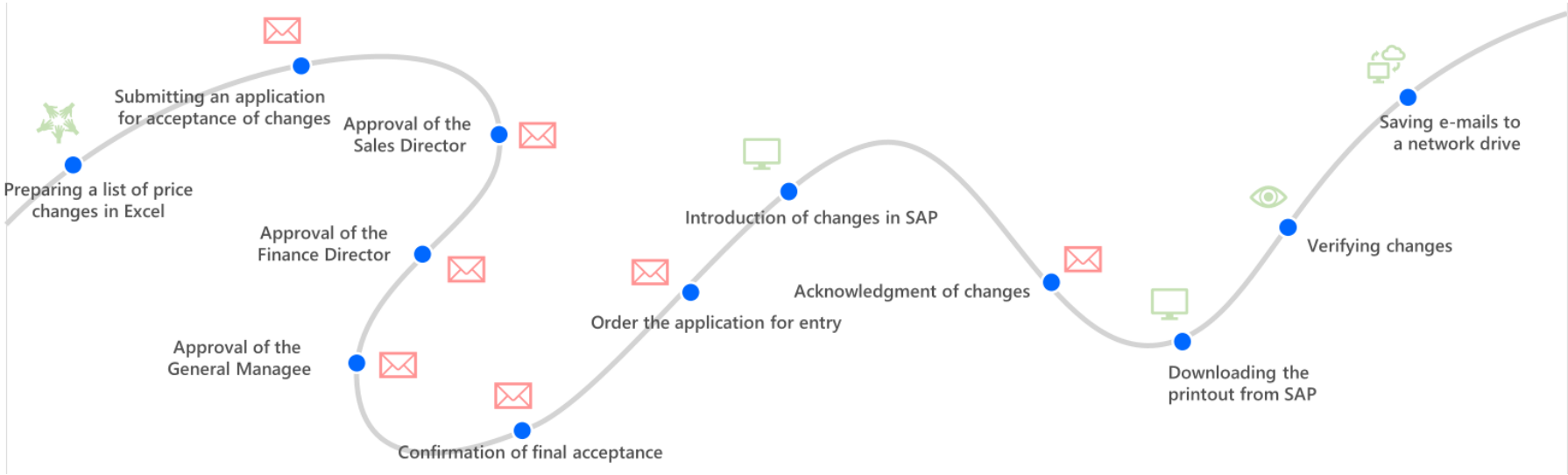
Developico

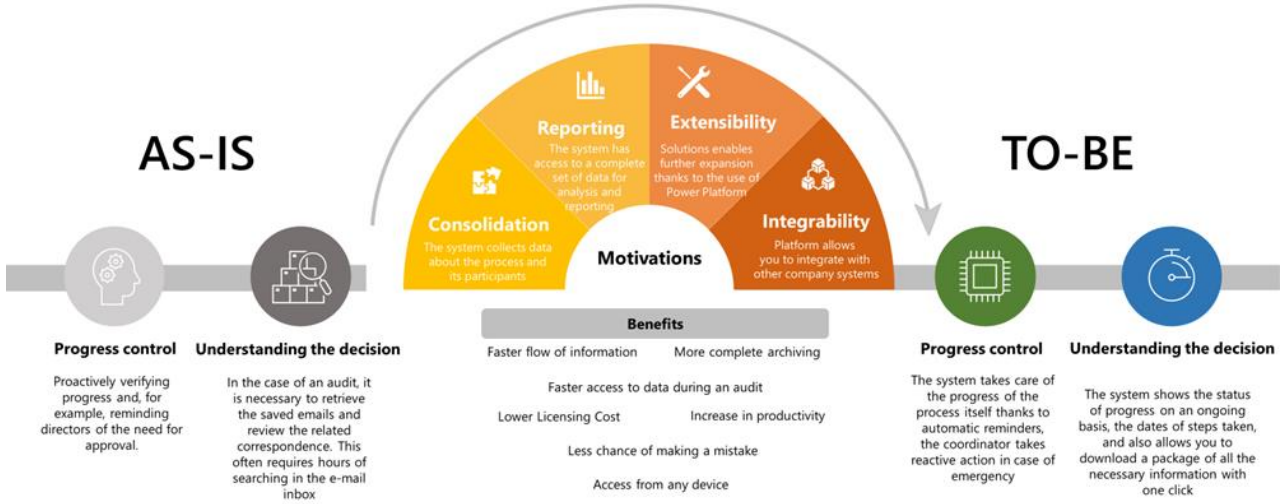

1
IDENTIFY
2
MEASURE
SIMPLE
ASSESSMENT
3
ANALYZE
4
GET FUNDING
5
ASSEMBLE TEAM
A
DESIGN
B
BUILD
C
TEST
D
CHECK
HYPER SPRINT
(5 DAYS)

Day 1

Day 2-4

Day 5





Day 1

Day 2-4

Day 5

BHP assistant

Document analysis

Object recognition

Day 1

Day 2-4

Day 5

Benefits

- Reactive action
- Transparent and consistent process
- Access to information
- Simplify development and maintenance

KPIs

- +100% reproduction of the decision-making process
- 75% faster price correction response time
- lower technology maintenance cost by 2500 EU
- 80% fewer hours spent

Platforms

Power Apps | Power Automate | Dataverse

BUSINESS VALUE...

Lower process maintenance costs

Automation should translate into > PLN 100,000 in savings per year

ROI

300%

Business Resilience

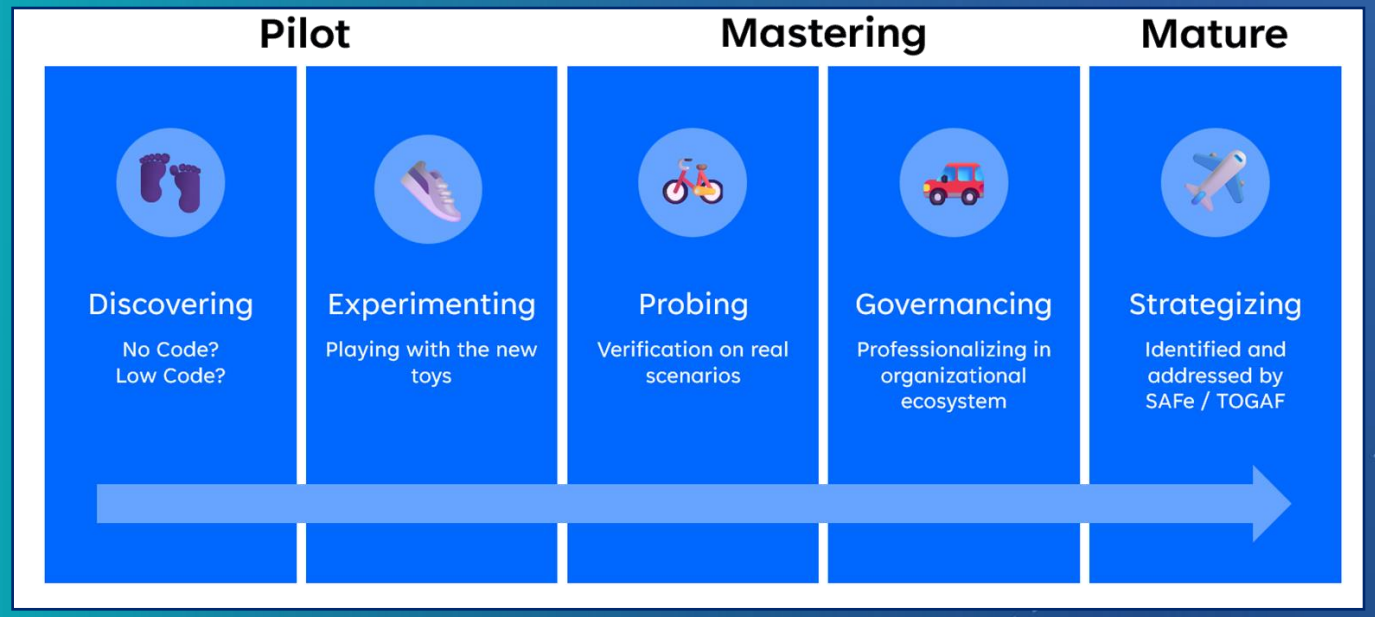
Reduced time to price adjustments and audit readiness

Expandability

The Platform platform is already used in the HR department of Contoso. The platform allows for simple modification, integrates with any systems and is supported by the Microsoft ecosystem

How to?

Developico



- Citizen Developers
- Follow strategy
- Hyper Sprints
  SMART speeding up
- Fusion Teams
- Evolution, not Revolution

Overview

1

THE STORY

On average, CONTOSO carries out annually approximately:

- 120 requests for acceptance of price changes
- 20 products subject to price change
- audit of pricing decisions for 60 products

This translates on average annually into:

- 2400h needed to handle the process
- 240 hours needed to prepare data for audit

In addition, at some point, the decision was made to give up the Jira license. In addition, CONTOSO has M365 E3 licenses.

THE CHALLENGE

All decision-making communication is based on e-mails with attachments and comments. This causes significant difficulties both in the progress of the decision-making process and makes it practically impossible to reconstruct the decision-making steps taken in the process of acceptance or rejection.

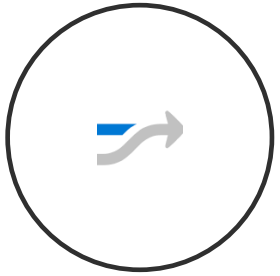
This increases the risk of consequences as a result of the audit and hinders the flow of the process

In addition, the IT department does not have sufficient knowledge and experience to carry out the price approval process in a different way than in JIRA.

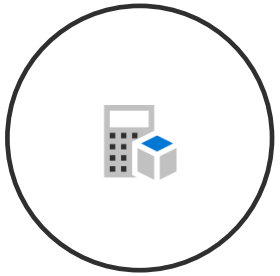
THE SOLUTION

A decision was made to carry out the weekly sprint independently/in cooperation with Developico. The assumption is to analyze the needs, create the scope of work, design and implement an MVP (Minimum Viable Product) of an automated process in 5 days. CONTOSO will only use the licenses it has for this purpose. Finally, it will recommend further steps to strengthen the digital transformation in the organization.

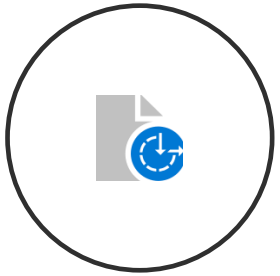
GOALS



Simplifying the process



Abandonment of obsolete IT systems



Lower implementation costs

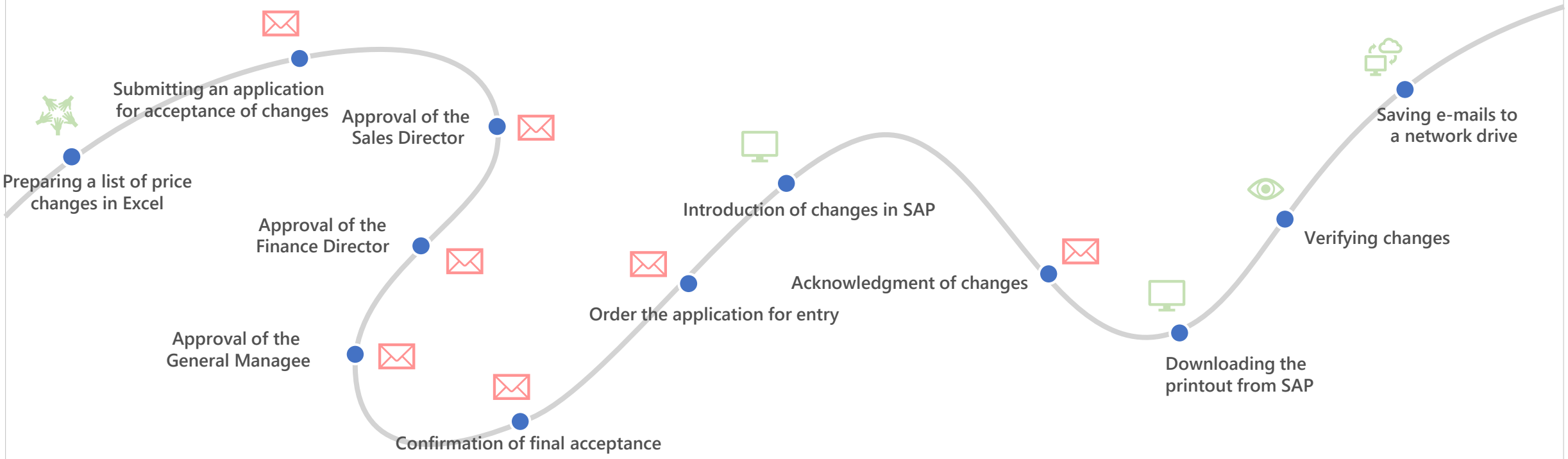
2

Simplifying the price acceptance pr
Improve data integrity
Increase in the number of covered employees
Reduced involvement in the process
Improve overall performance

Opting out of JIRA
Microsoft E3 license usage

Leveraging MS Power Platform
The use of functionalities within the MS E3 license

CURRENT STATE



WHAT WORKS

- Excel with changes has a standardized structure
- Ordered changes are implemented
- Archiving of made changes

CHALLENGES

- Difficulty in determining the current status of the application
- Monitoring the progress of the application by the coordinator
- Inability to reconstruct the decision-making process

NEEDS

- Streamlining the flow of information
- Increase productivity
- Improving audit data acquisition
- Reduce the stress of the process

Experience Journey

change in the user experience of the price acceptance process

AS-IS

Progress control

Proactively verifying progress and, for example, reminding directors of the need for approval.

Understanding the decision

In the case of an audit, it is necessary to retrieve the saved emails and review the related correspondence. This often requires hours of searching in the e-mail inbox

Motivations

Consolidation

The system collects data about the process and its participants

Reporting

The system has access to a complete set of data for analysis and reporting

Extensibility

Solutions enables further expansion thanks to the use of Power Platform

Integrability

Platform allows you to integrate with other company systems

Benefits

Faster flow of information

More complete archiving

Faster access to data during an audit

Lower Licensing Cost

Increase in productivity

Less chance of making a mistake

Access from any device

TO-BE

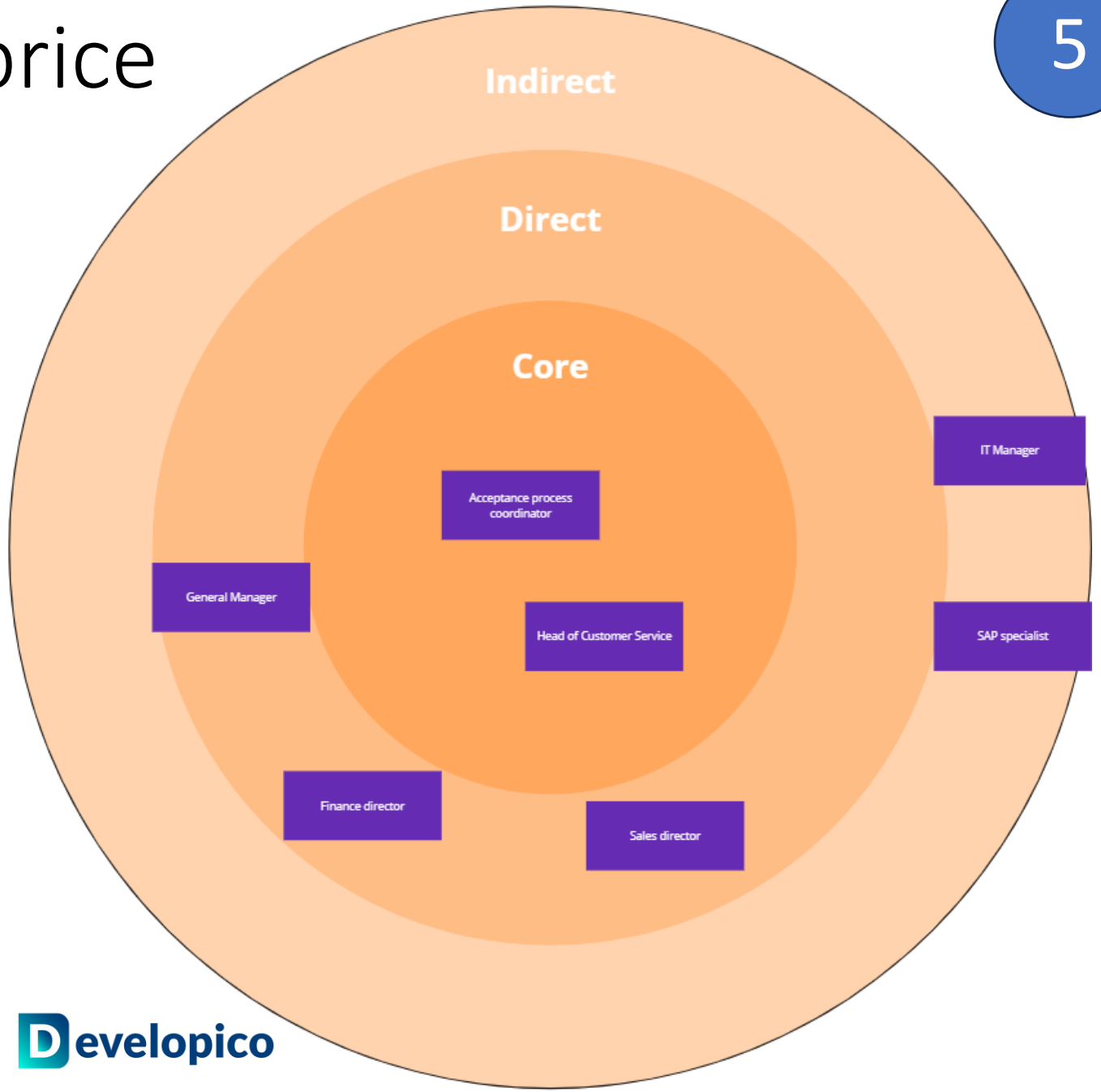
Progress control

The system takes care of the progress of the process itself thanks to automatic reminders, the coordinator takes reactive action in case of emergency

Understanding the decision

The system shows the status of progress on an ongoing basis, the dates of steps taken, and also allows you to download a package of all the necessary information with one click

Stakeholders in the price acceptance process



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Functional Requirements

Id	Name	Category	Priority	Description
1	Collection of information regarding decisions	Data	M	The system collects all information related to the processed application. In particular: The name of the user making the decision in the system Application Id Decision with commentary Approval level Date of initiation of the decision Date of decision Deadline for making a decision
2	Director can read, can't edit, can reject decision-making, can accept, can add a comment	Permissions	M	The system allows the Director role to take only specific actions.
3	The coordinator of the approval process (e.g. Trade Marketing employee) can attach an excel document with price changes or new products	Permissions	M	The system allows the Coordinator role to take only specific actions.
4	Make an acceptance or rejection decision. Both options have the option to add a comment	Action	M	The system allows you to make a decision with a comment. In case of acceptance, the system forwards the request to the next approver. In case of rejection, the system goes back to the Process Coordinator and all approvals are required again.
5	The data controller must attach the PDF of the SAP list and click "Confirm SAP update"	Action	M	The system allows the Data Controller role to attach a PDF file with the SAP catalog and click the button to finalize the entire request.
6	Entering additional data into the application	Action	M	Field: Description of the proposal Effective date of the new price Attachments to the application If new: Product number Name Type (Grain, Ground, Instant, Capsules, Accessories, Espresso Machines) Brand (Tchibo, Eduscho, Davidoff, Gala, Espresso Machines, Accessories)
7	No user can remove an attachment from a request	Action	M	The system does not allow any role to remove any attachment from the request.
8	An SAP specialist can mark the status of the process as "Confirm SAP update"	Action	S	The system allows the SAP Specialist role to mark the request as ready for verification

Functional Requirements

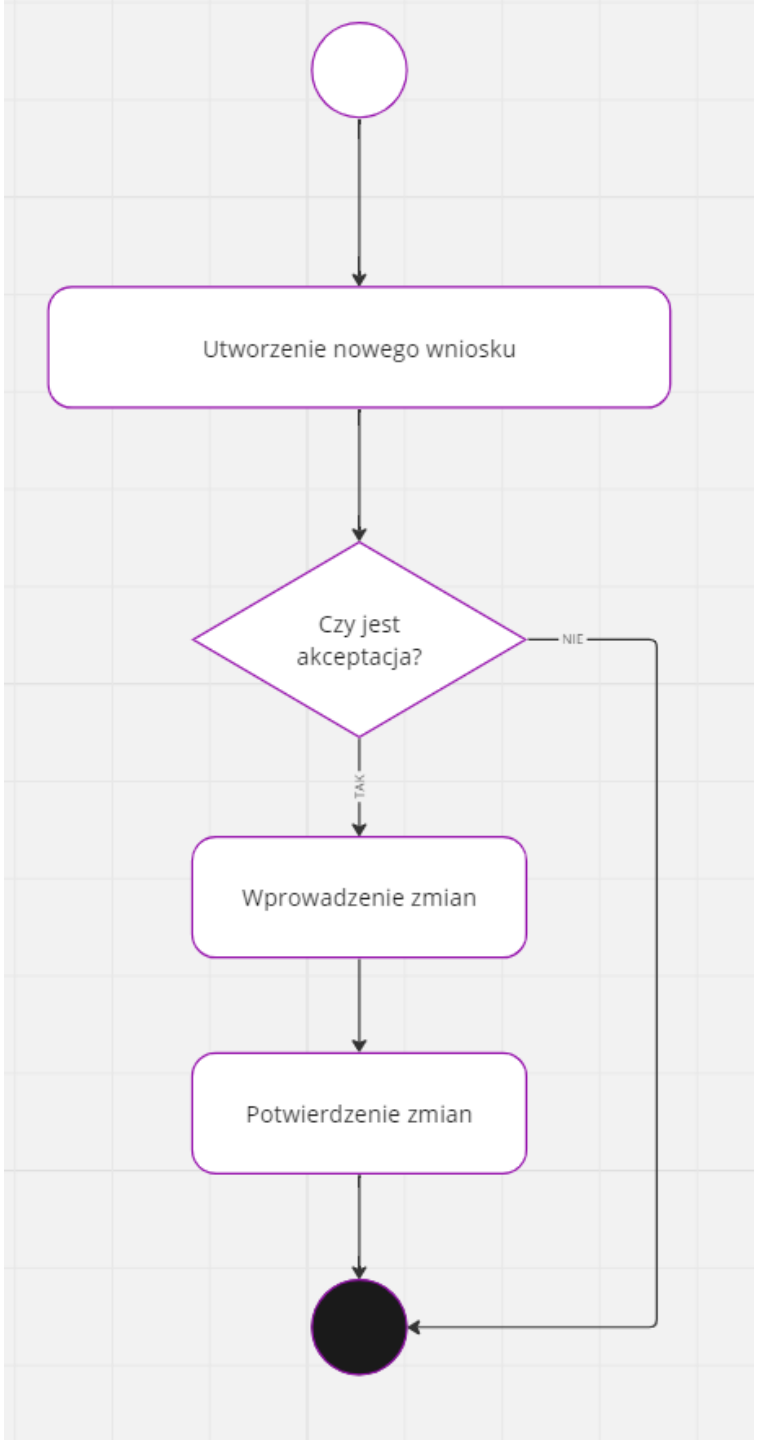
Id	Name	Category	Priority	Description
9	Find the request by name, code, request type, coffee type, brand, as well as ID, request type, requestor, status, decision, approval level, and pricing date. In addition: Requests awaiting approval, Requests awaiting SAP update and Requests awaiting SAP update verification	Searchability	S	
10	The Director, SAP Specialist, and Data Controller can only see documents that have been approved	Reporting	M	
11	Checking open processes	Reporting	M	The system allows you to check processes that are open
12	Auditing version history	Reporting	S	The system allows you to check the full history of changes in the status of the application, as well as all contextual information such as: Date of action taken The person making the change New Condition The person the system is waiting for
13	How long the proces is waiting for a person	Reporting	C	The system allows you to check how long the request has been waiting in a given status.
14	Information about the decision to be taken	Notification	S	The person who is to make the decision is immediately informed about this fact by e-mail. The message should contain all the necessary information to make a decision
15	Information about the decision	Notification	S	The process coordinator receives notification of the decision on the application, decision and comment. The message is sent by e-mail.
16	The process coordinator is notified of the change in the status of the request	Notification	C	The process coordinator receives a notification that the status of the request has been updated. The message is sent by e-mail.
17	The solution uses an English-language interface			
18	The user has the option to generate a report with a list of all requests			
19	The user has the option to generate a report with a list of all decisions for the request			
20	The coordinator can continue the process even after rejection, without having to open a new application	Action	C	The system allows the Process Coordinator role to continue the process even after the request has been rejected, without losing the context of the request history
21	Finding the request after the date of creation of the request (from - to)	Searchability	M	

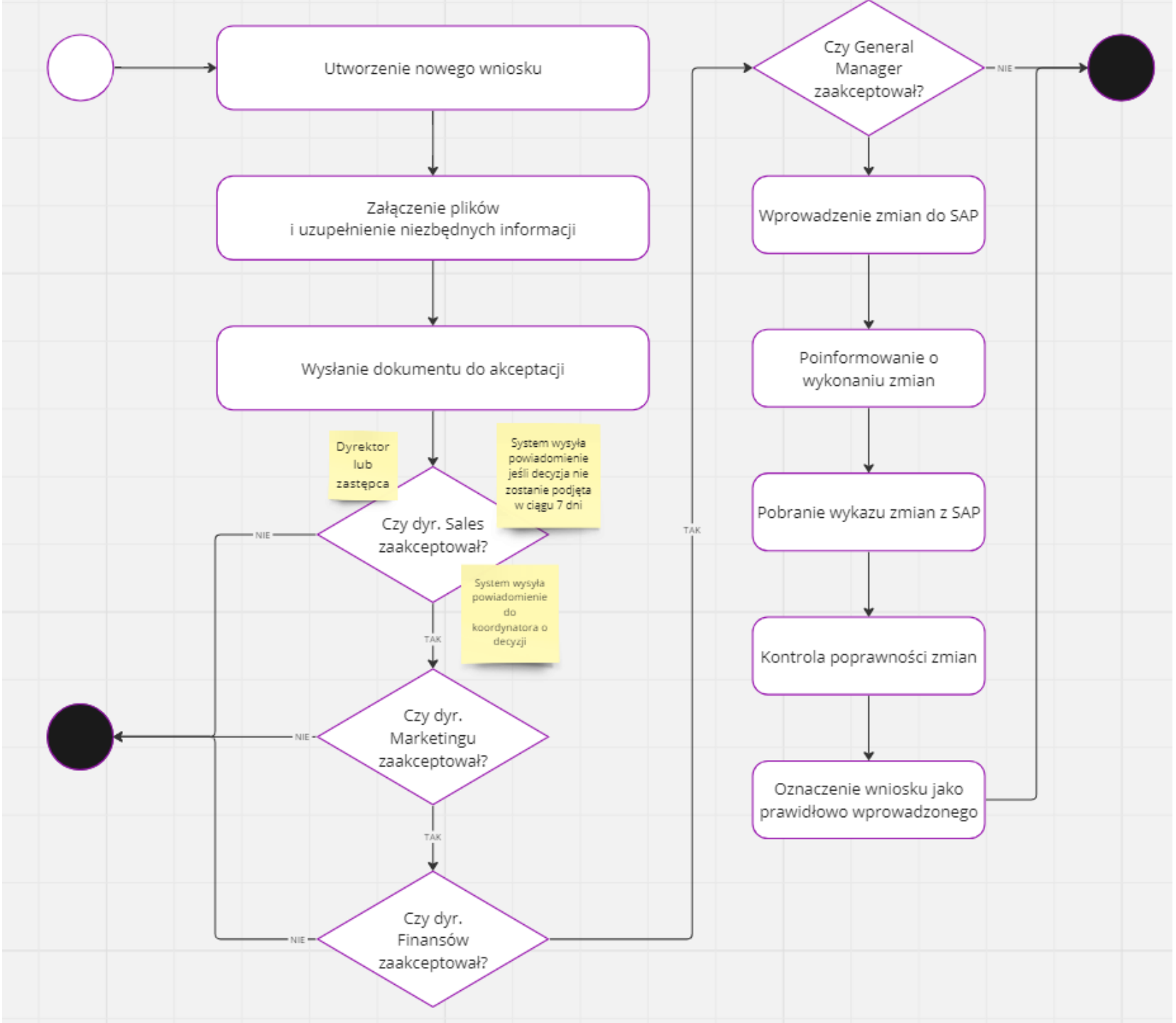
Compromises

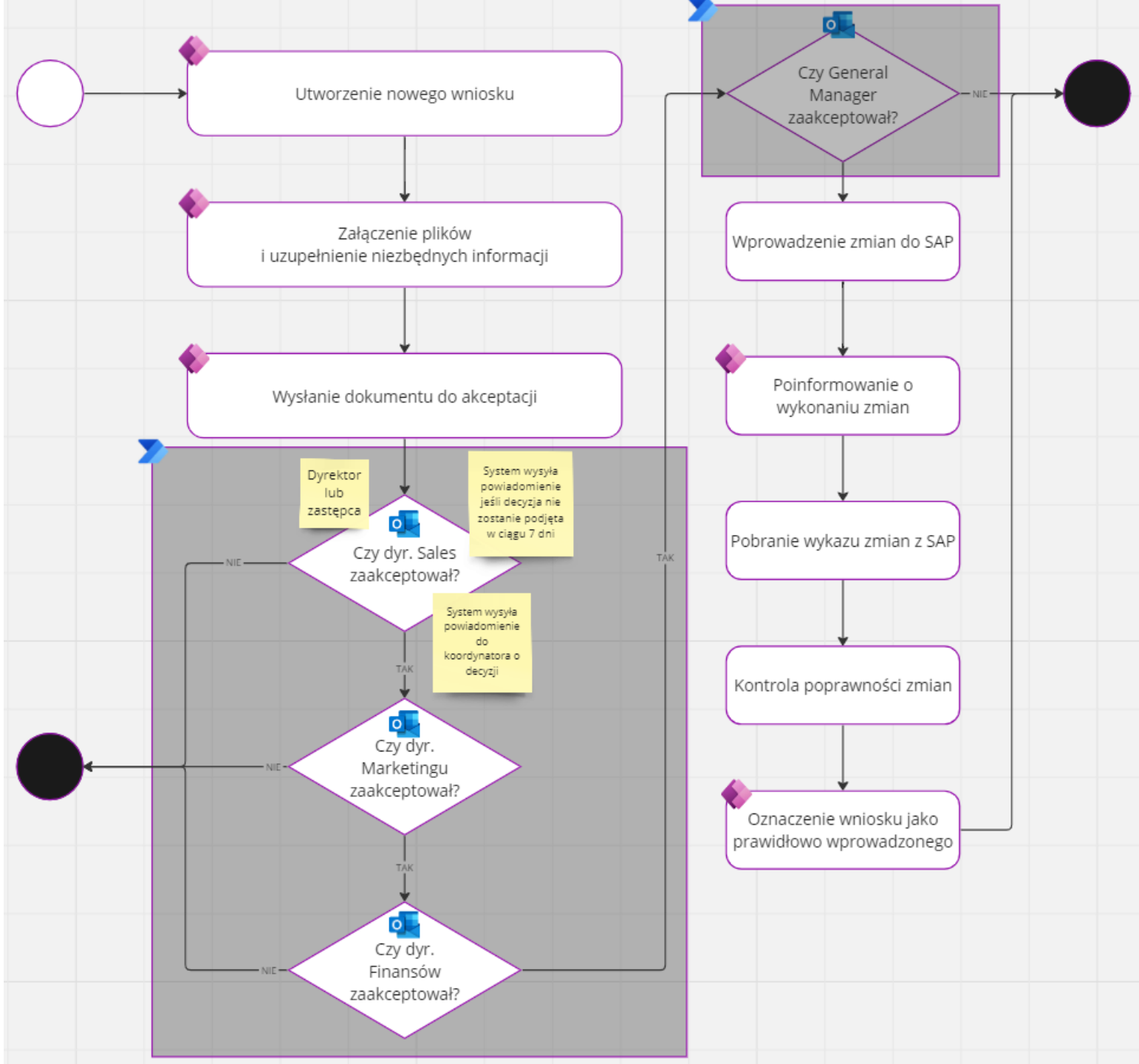
Id	Name	Category	Comment (except Lack of Time)
1	Mobile view	Accessibility	
2	The solution does not support multilingualism	Accessibility	
3	Finding the conclusion by the product	Searchability	We keep data in Excel
4	Ability to search by from-to date in relation to the validation or finalization of the request	Searchability	
5	An administrator can change the owner of the approval process	Permissions	
6	Inability to remove the product	Permissions	We keep data in Excel
7	Marking the content of the application with new products through multiple-choice lists for type, brand and products	Action	Using this information to filter out requests is complicated in SharePoint Online (it requires a lot of workarounds). It would be necessary to use, for example, Dataverse
8	An SAP specialist can make changes to SAP	Action	Implemented outside the system
9	The process coordinator can generate a set of product price changes to a selected customer	Action	
10	Ability to make a decision on the application from the level of e-mail	Action	The standard email form for the Approvals action in Power Automate does not have an intuitive interface, so we decided to brand the email with a link to the decision form in Power Automate. However, there is an option to shorten the decision by 1 click.
11	The data controller may report the incorrectness of the data entered	Action	Implemented outside the system
12	New Product Launch	Action	We keep data in Excel

Compromises

Id	Name	Category	Comment (except Lack of Time)
13	Introduction of a new co-packing product	Action	We keep data in Excel
14	Changing the price of a product	Action	We keep data in Excel
15	Adding a product to the acceptance package	Action	We keep data in Excel
16	Ability to generate a set of price changes to the customer	Action	We keep data in Excel
17	Attaching video files	Action	No need for it
18	File package size greater than 10MB	Action	Ogranczenia wybranej platformy SharePoint
19	Configure the number of reminder days	Action	
20	Migration of historical decision data	Migration	
21	Relational database usage (Datarverse, SQL)	Data	Refusal of premium licenses
22	Integration with SAP	Action	Refusal of premium licenses
23	Manage in-app products	Action	Refusal of premium licenses


Utworzenie nowego wniosku
Czy jest akceptacja?
NIE
TAK
Wprowadzenie zmian
Potwierdzenie zmian


Utworzenie nowego wniosku
Załączenie plików
i uzupełnienie niezbędnych informacji
Wysłanie dokumentu do akceptacji
Dyrektor lub zastępca
System wysyła powiadomienie jeśli decyzja nie zostanie podjęta w ciągu 7 dni
Czy dyr. Sales zaakceptował?
NIE
TAK
System wysyła powiadomienie do koordynatora o decyzji
Czy dyr. Marketingu zaakceptował?
NIE
TAK
Czy dyr. Finansów zaakceptował?
NIE
TAK
Czy General Manager zaakceptował?
NIE
Wprowadzenie zmian do SAP
Poinformowanie o wykonaniu zmian
Pobranie wykazu zmian z SAP
Kontrola poprawności zmian
Oznaczenie wniosku jako prawidłowo wprowadzonego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Załączenie plików
i uzupełnienie niezbędnych informacji
Wysłanie dokumentu do akceptacji
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System wysyła powiadomienie jeśli decyzja nie zostanie podjęta w ciągu 7 dni
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TAK
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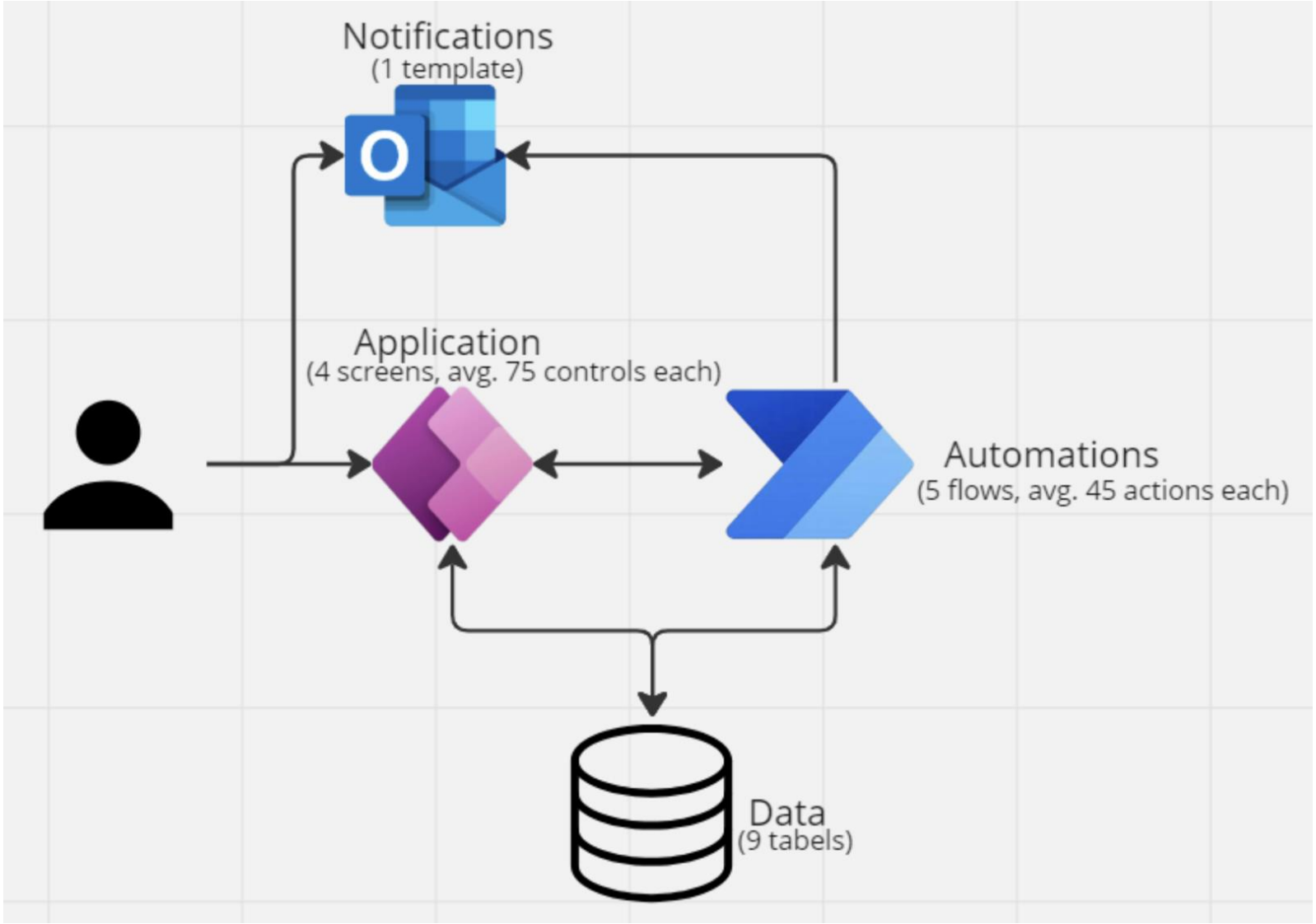
NIE
Wprowadzenie zmian do SAP
Poinformowanie o wykonaniu zmian
Pobranie wykazu zmian z SAP
Kontrola poprawności zmian
Oznaczenie wniosku jako prawidłowo wprowadzonego

Architecture



Price Change Approval Application

Request for new price change

Request for new product

View all requests

New product request form

* New product name

* Product type

* Product brand

* Product number

* Additional description

* Required attachments

There is nothing attached.

Attach file

Save as draft

Submit

Price change request details (ID: 14)

Show all approval details

* New price valid date

23-01-2024

* Request description

test test test

ID	Level	Approver Name	Approver Role	Decision	Comment	Completed
49	1	Malgorzata Delattre Tchibo	Sales Director	Rejected	test test test	19-01-2024
50	2	Malgorzata Delattre Tchibo	Finance Director			

Attachments

222222.xlsx

SAP Update confirmation attachments

Save as draft

Submit

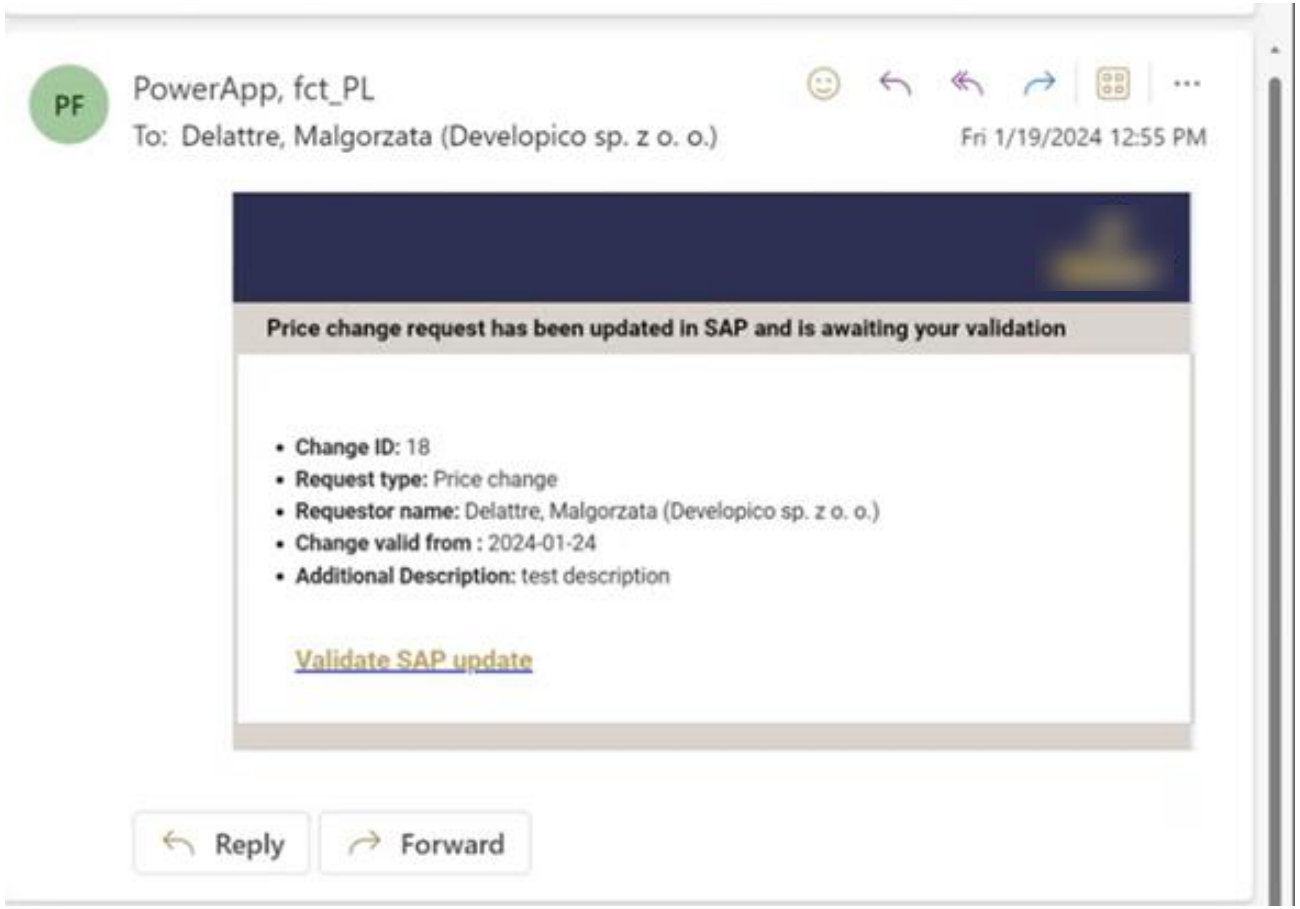
List of submitted changes

ID | Request type | Search requestor | Submission status | Approval status | Approval level | Submitted from | Submitted to | Valid From

☐ Only pending approvals ☐ Awaiting SAP update ☐ Awaiting SAP update confirmation

Filter by product tags

ID	Requestor	Change type	Submission status	Submitted on	Approval status	Current approval level	Finalized on	Change valid from
13	Delattre, Malgorzata (Developico sp. z o. o.)	New product	Completed	19-01-2024	Approved		19-01-2024	
14	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Draft	19-01-2024				23-01-2024
15	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Pending	19-01-2024	Rejected			24-01-2024
16	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Draft	19-01-2024				31-01-2024
17	Delattre, Malgorzata (Developico sp. z o. o.)	New product	Completed	19-01-2024	Approved		19-01-2024	
18	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Completed	19-01-2024	Approved		19-01-2024	24-01-2024
19	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Pending	19-01-2024	Pending	1		24-01-2024
20	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Pending	19-01-2024	Pending	3		31-01-2024
21	Delattre, Malgorzata (Developico sp. z o. o.)	New product	Pending	19-01-2024	Pending	2		


PF
PowerApp, fct_PL
To: Delattre, Malgorzata (Developico sp. z o. o.)
Fri 1/19/2024 12:55 PM
Price change request has been updated in SAP and is awaiting your validation
Change ID: 18
Request type: Price change
Requestor name: Delattre, Malgorzata (Developico sp. z o. o.)
Change valid from : 2024-01-24
Additional Description: test description
Validate SAP update
Reply
Forward

Benefits

Reactive action	Transparent and consistent process
Access to information	Simplify development and maintenance

KPIs

+100% reproduction of the decision-making process	75% faster price correction response time
lower technology maintenance cost by 2500 EU	80% fewer hours spent

Platforms

Power Apps · Power Automate · Dataverse

BUSINESS VALUE...

Lower process maintenance costs

Automation should translate into > PLN 100,000 in savings per year

ROI

300%

Business Resilience

Reduced time to price adjustments and audit readiness

Expandability

The Platform platform is already used in the HR department of Contoso. The platform allows for simple modification, integrates with any systems and is supported by the Microsoft ecosystem

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Time commitment 600 hours (out of 2,400 hours per year)

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Audit preparation time: 30 hours (out of 240 hours per year)

- 90%

Costs:Savings ratio

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Other benefits

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on audit preparation. Audit data is completed and stored on an ongoing basis and all information is available at hand

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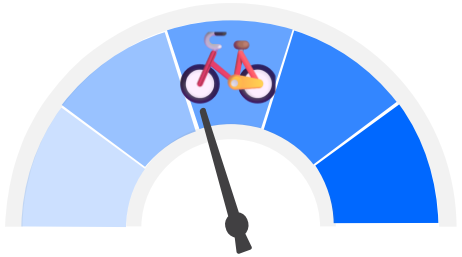
IMPROVED EMPLOYEES SATISFACTION
Fewer problems related to proactively monitoring the process, obtaining data for audit, understanding the process or maintaining it

Developico

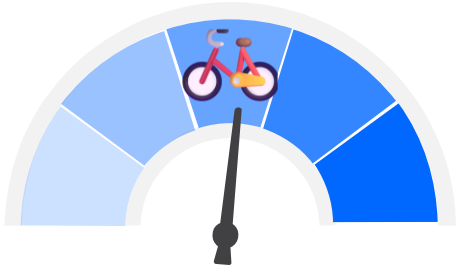
Horizon and perspective



Step 1
Refinement

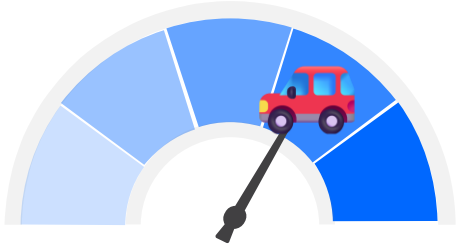
Goal: Implementation of the final version of the price acceptance process in Power Platform, cooperation with the HR department, education

Time: 1 month, value in 1 month



Step 2
More Hyper Sprints

Goal:
<benefits> & <KPIs> for further ideas
Automating subsequent processes, gathering arguments for digital transformation in the organization using M365 and Power Platform
Time: 1 – 2 months, value in 2 months



Faza 3
Governancing

Goal: Mature HDT
Automate Professionalize your team to digitize processes, manage and control all Platform solutions in your organization

Time: 6-12 months, value in 3 months

Phase	Recommendations
Refinement	• Technology & Licensing Decision • Coverage of out-of-scope functionality (trade-offs) • Implementation, Adoption and Stabilization
More Hyper Sprints	• Building case studies showing measurable benefits for the organization • Co-packing • Contract Acceptances • Quality questionnaires • Simplify invoicing • Stakeholder radar • Integration with legacy systems • Meetings to identify "low-hanging fruits" (internal marketing)
Mastering	• Implementation of the Platform Center of Excellence • Facilitating the generation of needs in the organization • Determination of the Spot Assessment Grid and questionnaires • Launch Process Mining • Creation of the Hyper Digital Transformation team • Identification of Citizen Developers and IT engineers • Platform training • Building a Knowledge Base

Enhance success rate

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HR

- Onboarding a new employee
- Expense Reporting Process
- Conclusion on travel, holidays and reimbursements
- Scheduling Interview Appointments
- **Time tracking**

Finance

- Financial settlements
- **Payment Processing + ERP Integration**
- Automate financial management reporting
- Automate your tax reporting

Sales

- Generating an order or quote
- Tracking Sales Leads
- CRM-lite solutions
- Scheduling client appointments
- **Preparation of contracts**

IT

- Service desk requests
- Incident Reporting
- **IT assortment management**
- ALM Governance
- Carrying out quality control processes

Inventory

- Calculating the demand for products
- Inventory forecast and low stock notifications
- Real-time inventory tracking
- Replenishment management
- **Order & Delivery Tracking**

Citizen Developers

Follow strategy

Hyper Sprints

SMART speeding up

Fusion Teams

Evolution, not Revolution

Developico

Hyper Digital Transformation Strategy	Level 1	Level 2	Level 3	Level 4	Level 5
Security					
Compliance					
Lifecycle Management					
Licenses Optimization					
Assessments Maintenance					
Support Strategy					
Projects Management					
Fusion Team Structure					
Skills Development					
Tools & Reusable Components					
Awareness & Nurturing					
Maturity & Adoption					
Road Map & Innovation Management					
Business Development					

Citizen Developers

Follow strategy

Identify areas and relative next steps

Hyper Sprints

Fusion Teams

Evolution, not Revolution

Developico

Hyper Digital Transformation Strategy	Level 1	Level 2	Level 3	Level 4	Level 5
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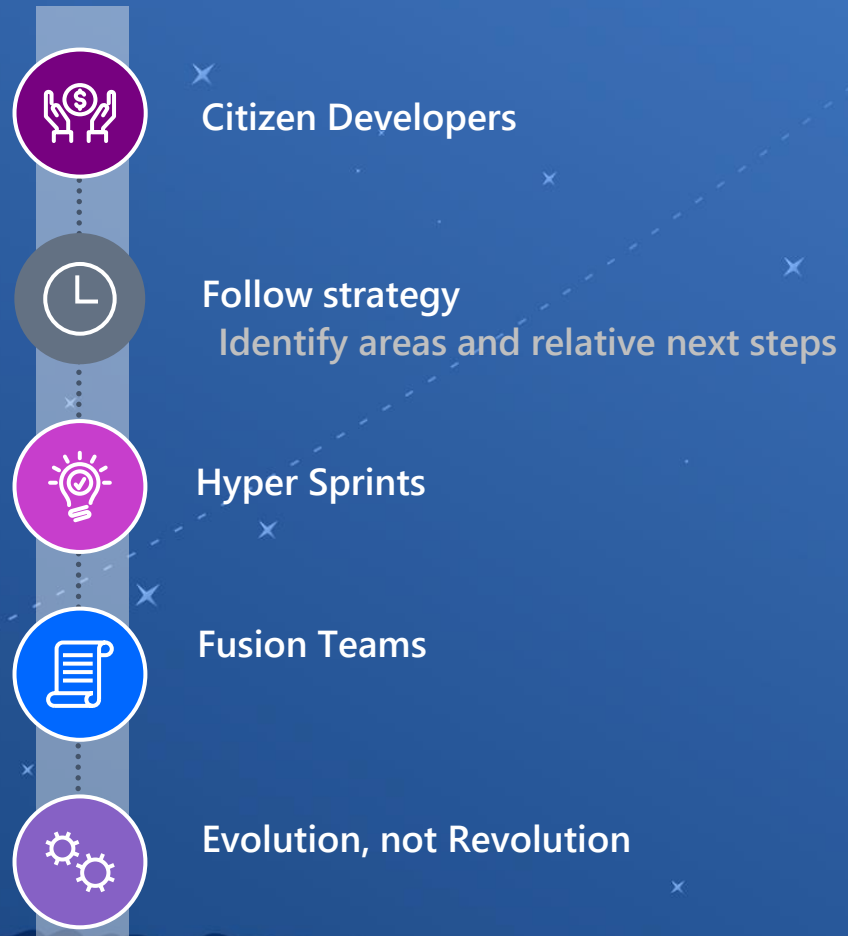

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- Citizen Developers
- Follow strategy
- Hyper Sprints
- Fusion Teams
  „The A Team" of Innovation
- Evolution, not Revolution

Developico

D

- Citizen Developers
- Follow strategy
- Hyper Sprints
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- Evolution, not Revolution

THEY TRUSTED Developico

IMPACT

Increasing the number of streamlined processes
Increasing the number of employees covered
Lower cost of involvement in the process
Increase in overall efficiency
Productivity monitoring
Lean hyper digitization

Lower licensing costs
Lower costs of consulting support
Lower number of outdated systems

Lower cost of development and implementation
Reduced IT management and maintenance costs
Less effort on the IT side
Increased number of implemented IT projects

50+ CUSTOMERS

100+ PROJECTS

Develepico

CONTACT US

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www.develepico.com

www.linkedin.com/in/mikeguzowski

Thank you

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HYPER DIGITAL TRANSFORMATION DO'S

Develepico

Citizen Developers

Fusion Teams

Hyper Sprints

Follow strategy

Evolution, not Revolution

Develepico

DevOps
HDT Manager
CitizenDevs
Security
Compliance
Lifecycle Management
License management
Assessments Maintenance
Support Strategy
Business Development
Maturity & Adoption
Projects Management
Road Mapping & Innovation Management
Fusion Team Structure
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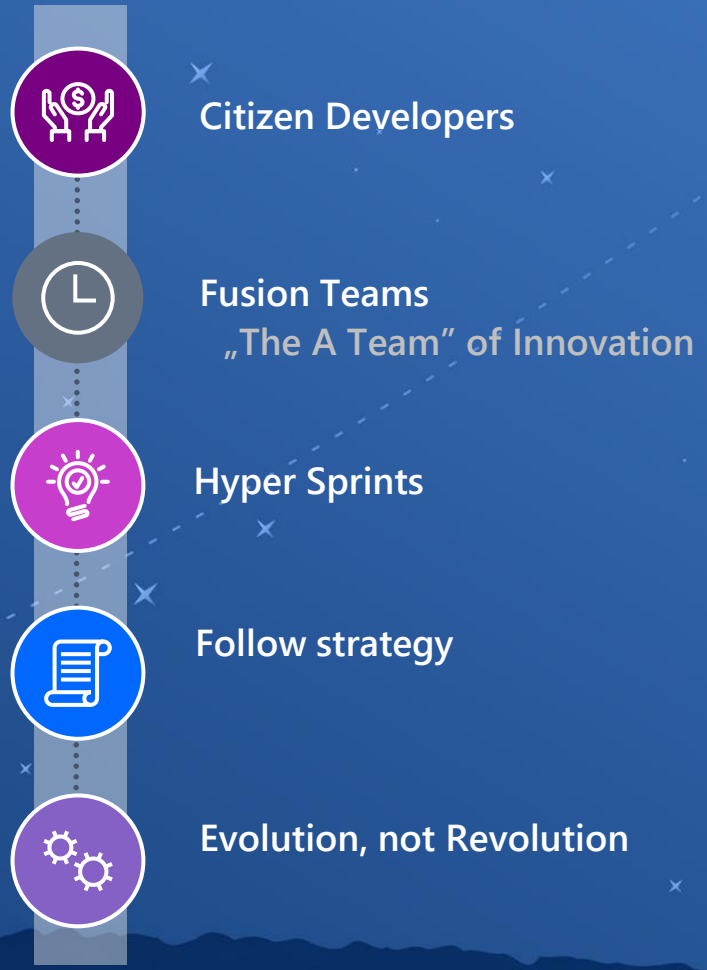
Skills Development
Tools & Reusable Components

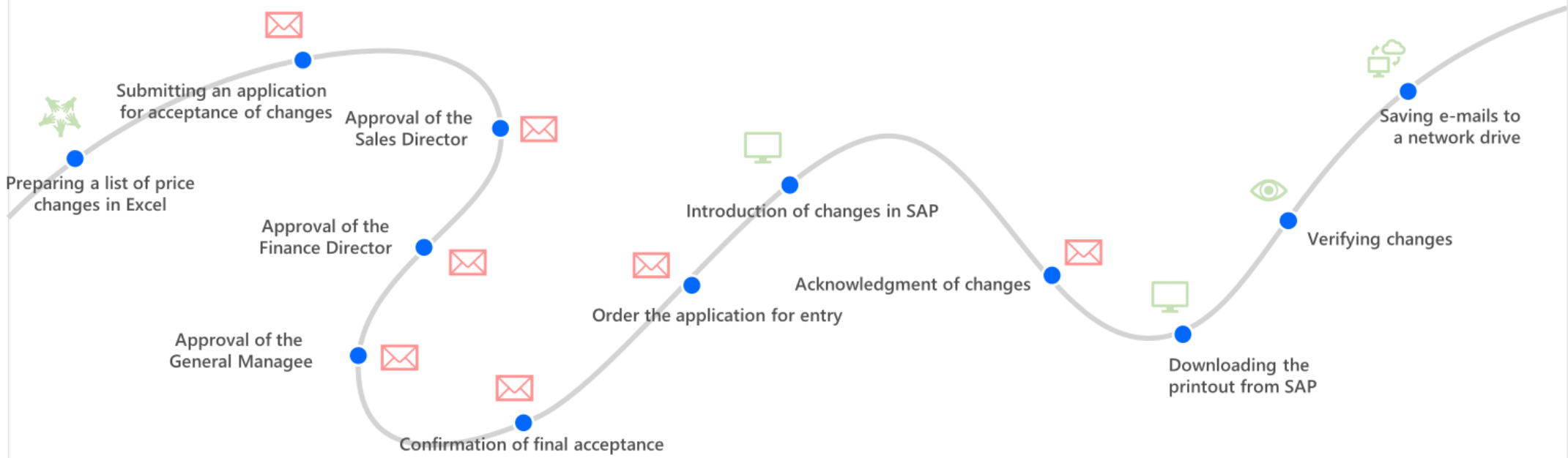

Citizen Developers
Fusion Teams
„The A Team" of Innovation
Hyper Sprints
Follow strategy
Evolution, not Revolution

Day 1

Day 2-4

Day 5

CURRENT STATE



WHAT WORKS	CHALLENGES	NEEDS
• Excel with changes has a standardized structure • Ordered changes are implemented • Archiving of made changes	• Difficulty in determining the current status of the application • Monitoring the progress of the application by the coordinator • Inability to reconstruct the decision-making process	• Streamlining the flow of information • Increase productivity • Improving audit data acquisition • Reduce the stress of the process

Day 1

Day 2-4

Day 5

Experience Journey

change in the user experience of the price acceptance process

AS-IS

Progress control

Proactively verifying progress and, for example, reminding directors of the need for approval.

Understanding the decision

In the case of an audit, it is necessary to retrieve the saved emails and review the related correspondence. This often requires hours of searching in the e-mail inbox

Benefits

Faster flow of information

More complete archiving

Faster access to data during an audit

Lower Licensing Cost

Increase in productivity

Less chance of making a mistake

Access from any device

TO-BE

Progress control

The system takes care of the progress of the process itself thanks to automatic reminders, the coordinator takes reactive action in case of emergency

Understanding the decision

The system shows the status of progress on an ongoing basis, the dates of steps taken, and also allows you to download a package of all the necessary information with one click

Day 1

Day 2-4

Day 5

BHP assistant

Document analysis

Object recognition

Day 1

Day 2-4

Day 5

Benefits

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- Access to information
- Simplify development and maintenance

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Develepico

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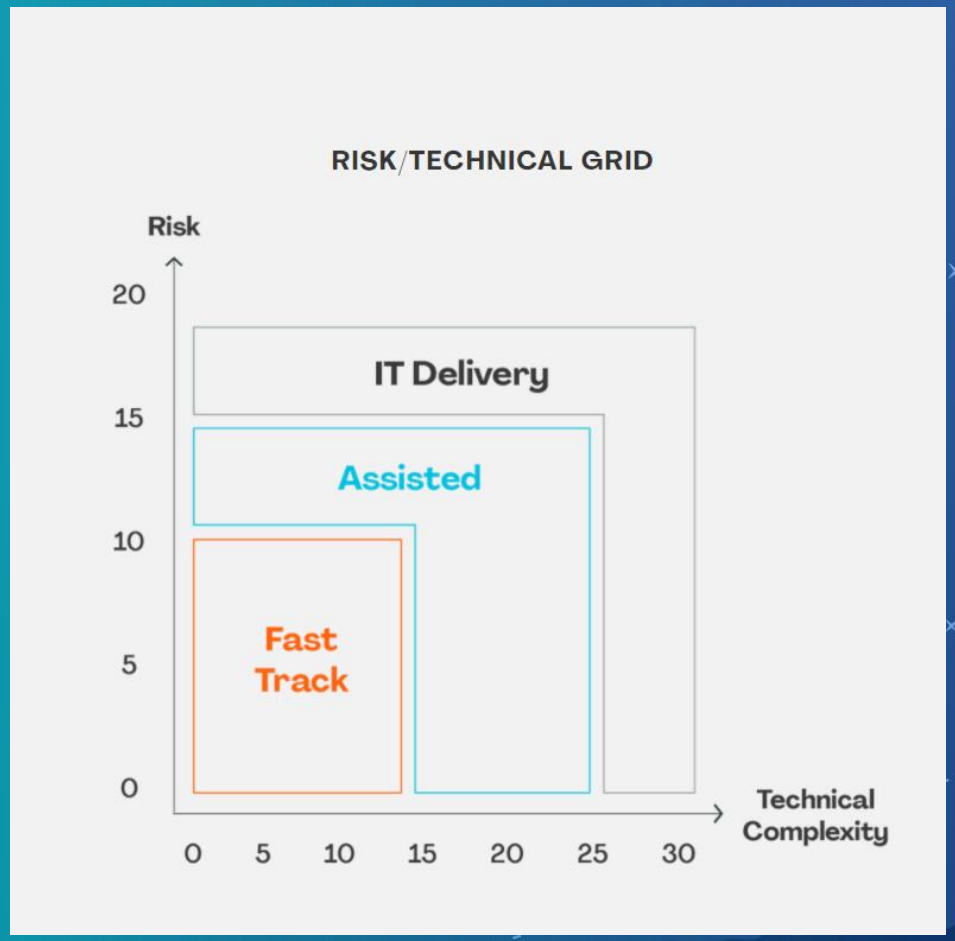

- Citizen Developers
- Fusion Teams
- Hyper Sprints
- Follow strategy
  Identify areas and relative next steps
- Evolution, not Revolution

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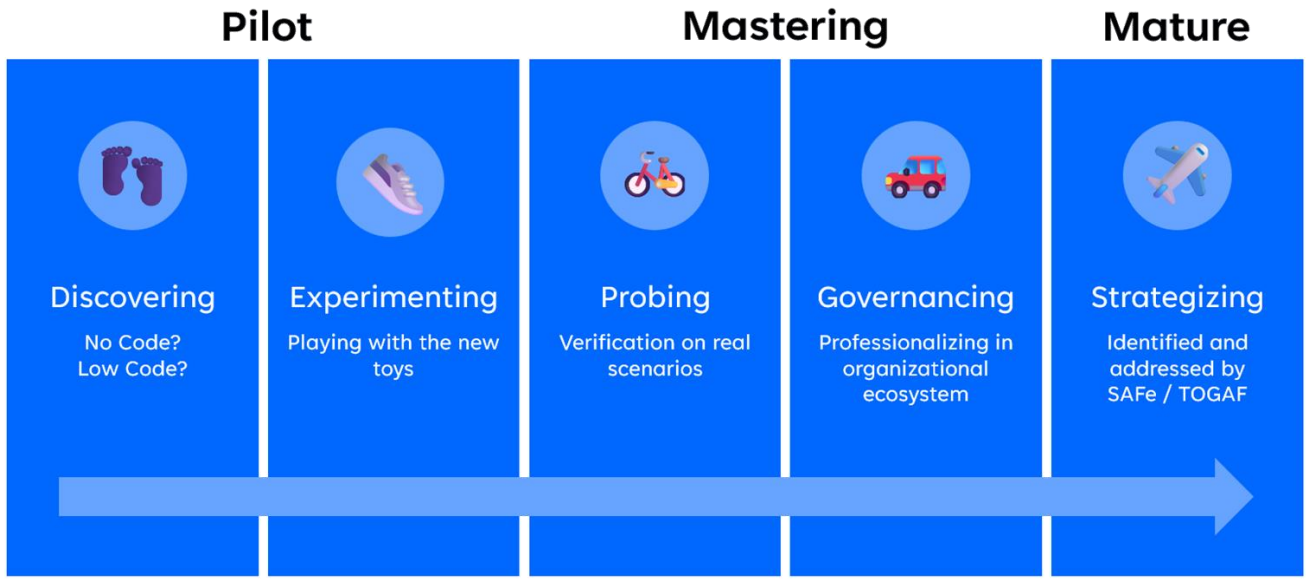
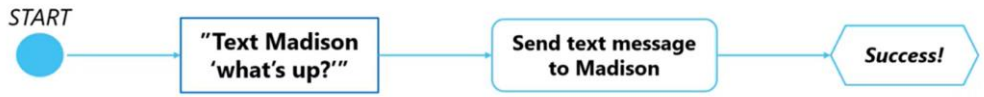


- Citizen Developers
- Fusion Teams
- **Hyper Sprints**
- Follow strategy
- **Evolution, not Revolution**

  Maturity is an outcome of process, not decision

Developico

It's easy to know where a conversation begins and ends...



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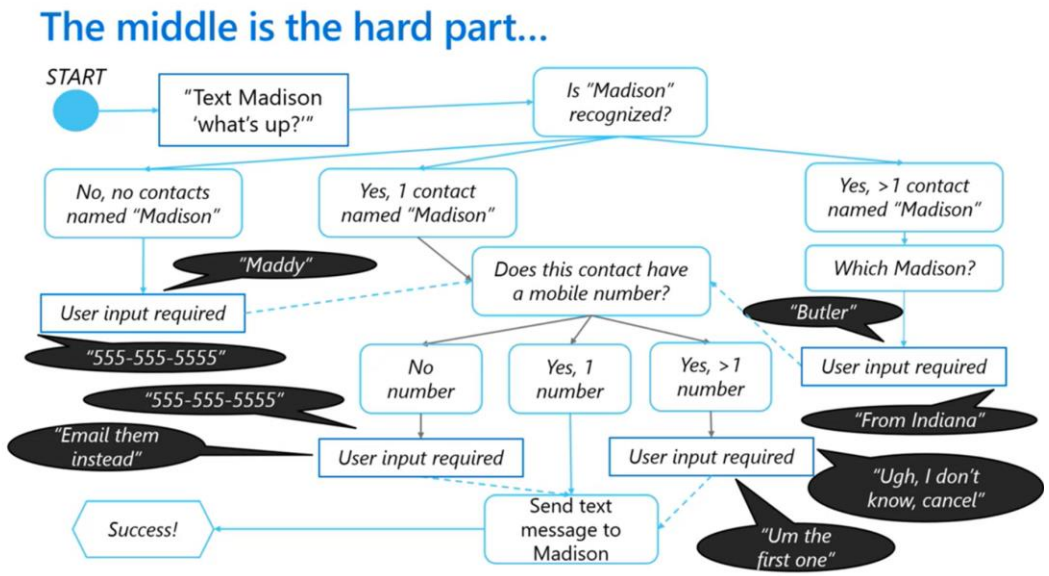

- **Citizen Developers**
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- **Hyper Sprints**
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  Maturity is an outcome of process, not decision

developers

HYPER DIGITAL TRANSFORMATION DONT'S

https://4developers.org.pl/

16.04.2024

Developico

LACK OF EXPERTISE

„Yeah, cool toys. Can we now get back to professional tools?

ASSIGNED INCOMPETENT PERSON

UNJUSTIFIED RESIGNATION FROM NO CODE PLATFORM

POLARIZED EVALUATION INSTEAD OF APPRECIATING REACHED BENEFITS

BUSINESS SPECIFICS OR BEING OUT OF THE INNOVATION RACE

Developico

LACK OF EXPERTISE

ASSIGNED INCOMPETENT PERSON

„Steve, you're a senior, could you learn this tool and use it?"

UNJUSTIFIED RESIGNATION FROM NO CODE PLATFORM

POLARIZED EVALUATION INSTEAD OF APPRECIATING REACHED BENEFITS

BUSINESS SPECIFICS OR BEING OUT OF THE INNOVATION RACE

Developico

LACK OF EXPERTISE

ASSIGNED INCOMPETENT PERSON

UNJUSTIFIED RESIGNATION FROM NO CODE PLATFORM

We need code anyway, so let’s start coding from scratch”

POLARIZED EVALUATION INSTEAD OF APPRECIATING REACHED BENEFITS

BUSINESS SPECIFICS OR BEING OUT OF THE INNOVATION RACE

Developico

LACK OF EXPERTISE

ASSIGNED INCOMPETENT PERSON

UNJUSTIFIED RESIGNATION FROM NO CODE PLATFORM

POLARIZED EVALUATION INSTEAD OF APPRECIATING REACHED BENEFITS

„We used it and now we need to change it”

BUSINESS SPECIFICS OR BEING OUT OF THE INNOVATION RACE

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UNJUSTIFIED RESIGNATION FROM NO CODE PLATFORM

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BUSINESS SPECIFICS OR BEING OUT OF THE INNOVATION RACE

„Cloud? Oh no no no, this rack is safer at our office”

Thank you

NO CODE DAYS

SAVE THE DATE

18-19.11.2024

EXPO XXI, WARSZAWA

www.nocodedays.pl

Developico

CONTACT US

Mike Guzowski

mguzowski@developico.cc

www.developico.com

www.linkedin.com/in/mike

developers

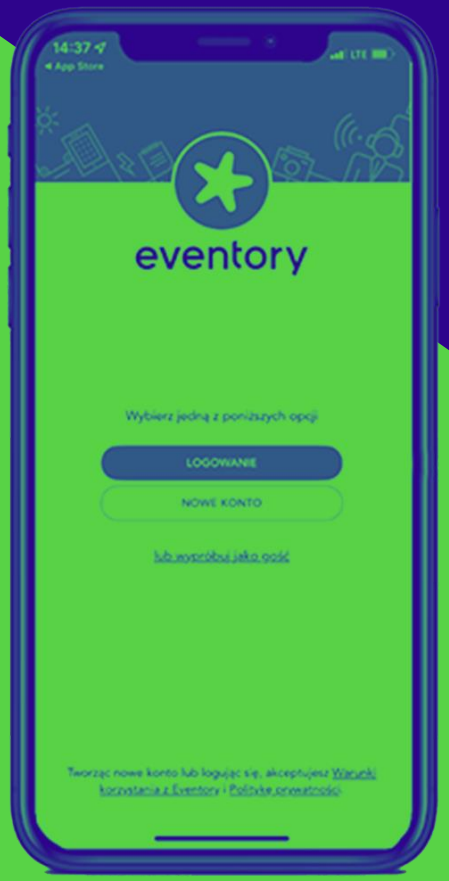
Oceń mój wykład w aplikacji

eventory

1 Oceń mnie!

2 Napisz coś miłego!

3 Spełniłeś dobry uczynek!



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Thank you

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Develop ico

Developico

#Aggregation #Synthesis

PROCESSES ANALYSIS

#Exploration #Analysis

#Apps #Automations

IMPLEMENTATIONS

#RPA #Bots #Migrations

#Workshops #Hackathons

KNOWLEDGE EXCHANGE

#Consulting
#Recommendations

15 yrs
In consulting for medium and large enterprises

30 ppl
Including 20 consultants and 5 programmers

8 countries
On 2 continents where we run projects

THEY TRUSTED US

IMPACT

Increasing the number of streamlined processes
Increasing the number of employees covered
Lower cost of involvement in the process
Increase in overall efficiency
Productivity monitoring
Lean hyper digitization

Lower licensing costs
Lower costs of consulting support
Lower number of outdated systems

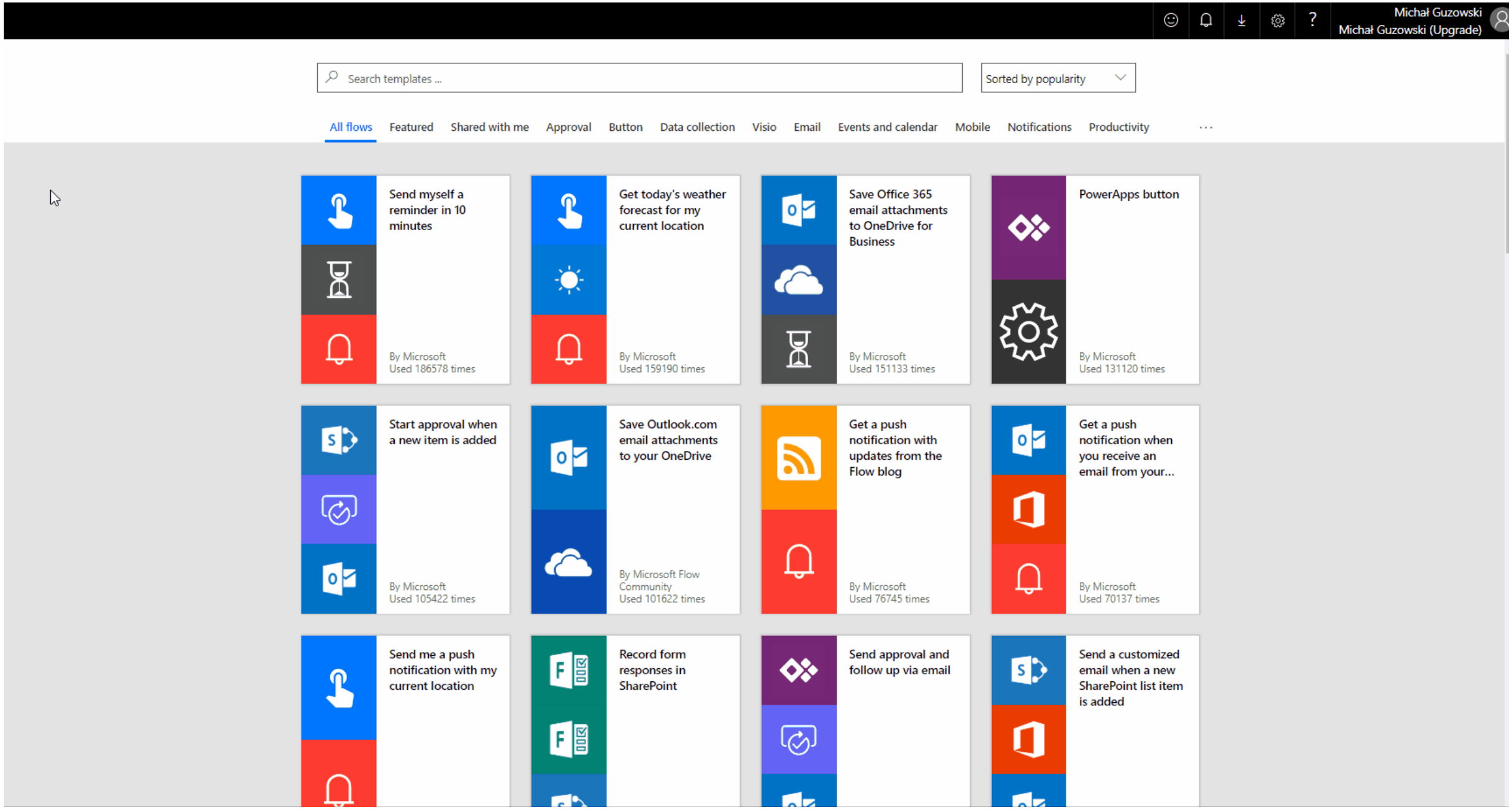
Lower cost of development and implementation
Reduced IT management and maintenance costs
Less effort on the IT side
Increased number of implemented IT projects

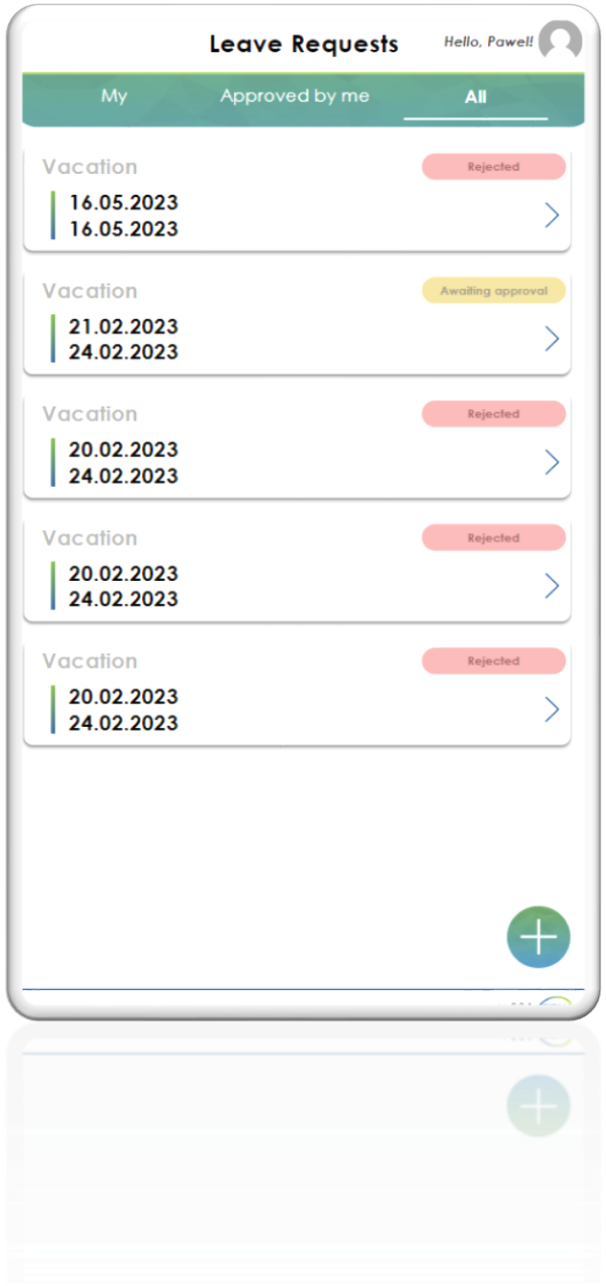
40+ CUSTOMERS

90+ PROJECTS

Develepico

Digital Transformation Challenges


Michał Guzowski
Michał Guzowski (Upgrade)
Search templates ...
Sorted by popularity
All flows
Featured
Shared with me
Approval
Button
Data collection
Visio
Email
Events and calendar
Mobile
Notifications
Productivity
Send myself a reminder in 10 minutes
By Microsoft
Used 186578 times
Get today's weather forecast for my current location
By Microsoft
Used 159190 times
Save Office 365 email attachments to OneDrive for Business
By Microsoft
Used 151133 times
PowerApps button
By Microsoft
Used 131120 times
Start approval when a new item is added
By Microsoft
Used 105422 times
Save Outlook.com email attachments to your OneDrive
By Microsoft Flow Community
Used 101622 times
Get a push notification with updates from the Flow blog
By Microsoft
Used 76745 times
Get a push notification when you receive an email from your...
By Microsoft
Used 70137 times
Send me a push notification with my current location
Record form responses in SharePoint
Send approval and follow up via email
Send a customized email when a new SharePoint list item is added


Leave Requests
Hello, Paweł!
My
Approved by me
All
Vacation
Rejected
16.05.2023
16.05.2023
Vacation
Awaiting approval
21.02.2023
24.02.2023
Vacation
Rejected
20.02.2023
24.02.2023
Vacation
Rejected
20.02.2023
24.02.2023
Vacation
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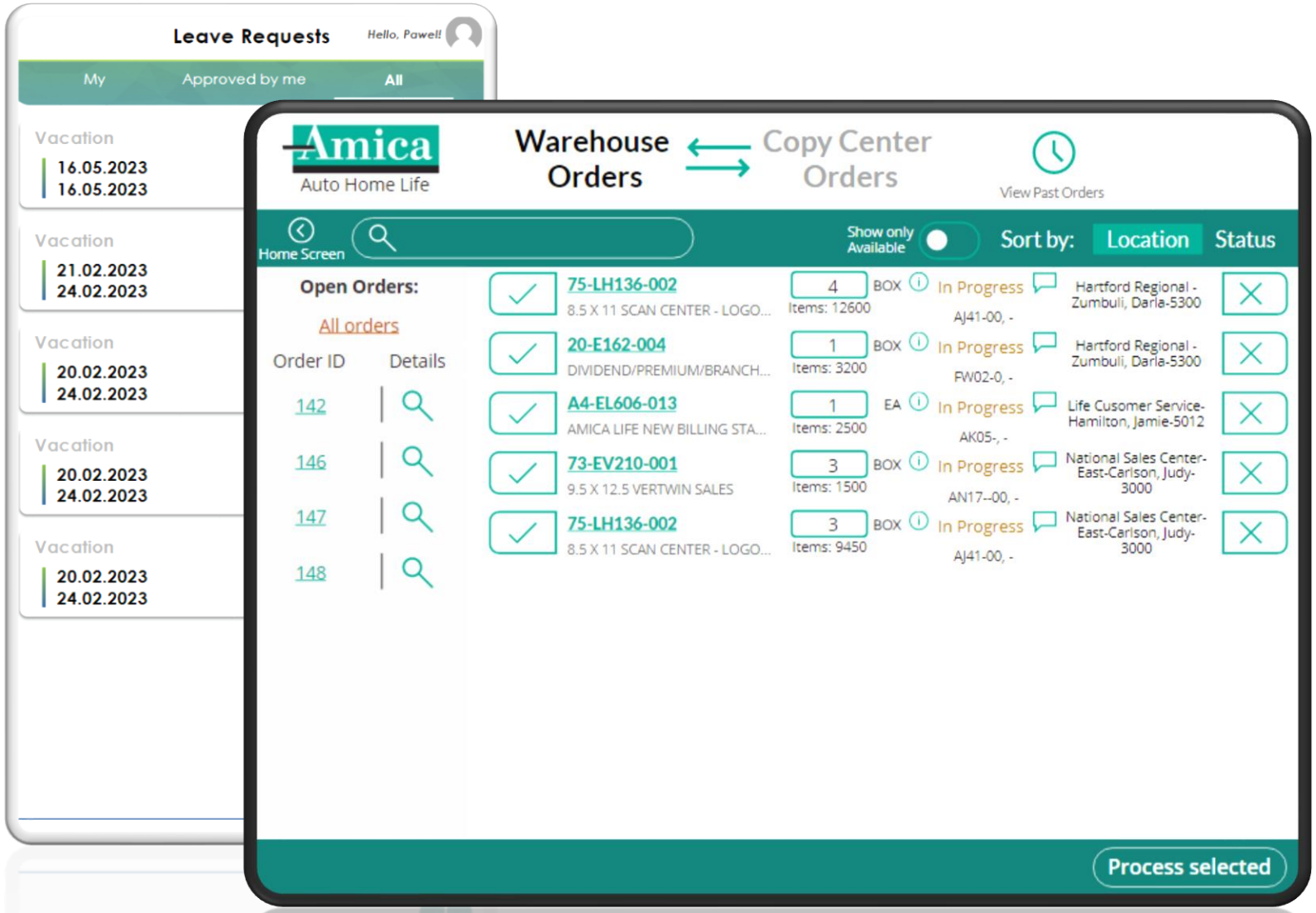
Leave Requests
Hello, Pawel!
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All
Vacation
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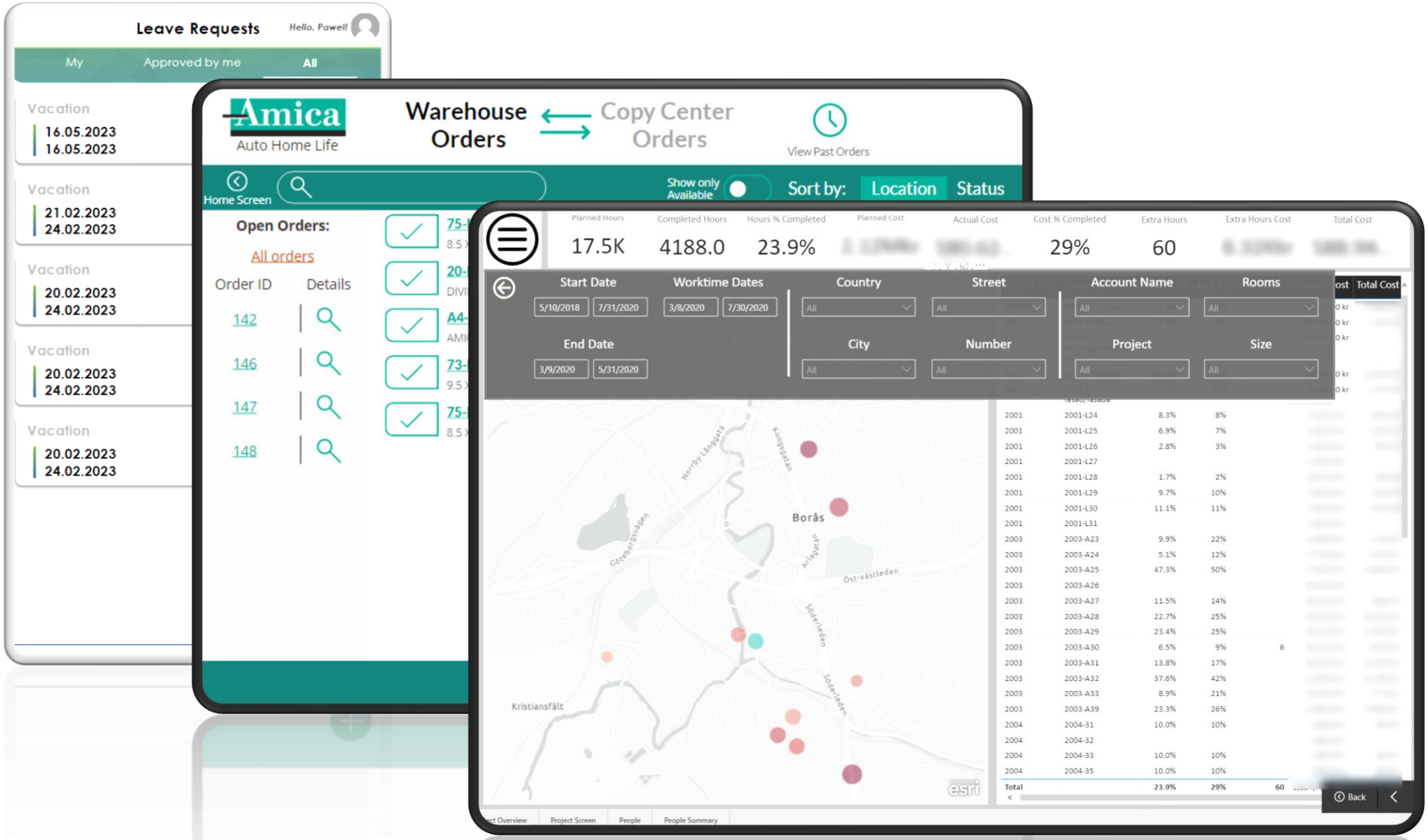
Vacation
20.02.2023
24.02.2023
Vacation
20.02.2023
24.02.2023
Amica
Auto Home Life
Warehouse Orders
Copy Center Orders
View Past Orders
Home Screen
Show only Available
Sort by:
Location
Status
Open Orders:
All orders
Order ID
Details
142
146
147
148
75-LH136-002
8.5 X 11 SCAN CENTER - LOGO...
4 BOX
Items: 12600
In Progress
AJ41-00, -
Hartford Regional - Zumbuli, Darla-5300
20-E162-004
DIVIDEND/PREMIUM/BRANCH...
1 BOX
Items: 3200
In Progress
FW02-0, -
Hartford Regional - Zumbuli, Darla-5300
A4-EL606-013
AMICA LIFE NEW BILLING STA...
1 EA
Items: 2500
In Progress
AK05-, -
Life Cusomer Service-Hamilton, Jamie-5012
73-EV210-001
9.5 X 12.5 VERTWIN SALES
3 BOX
Items: 1500
In Progress
AN17--00, -
National Sales Center-East-Carlson, Judy-3000
75-LH136-002
8.5 X 11 SCAN CENTER - LOGO...
3 BOX
Items: 9450
In Progress
AJ41-00, -
National Sales Center-East-Carlson, Judy-3000
Process selected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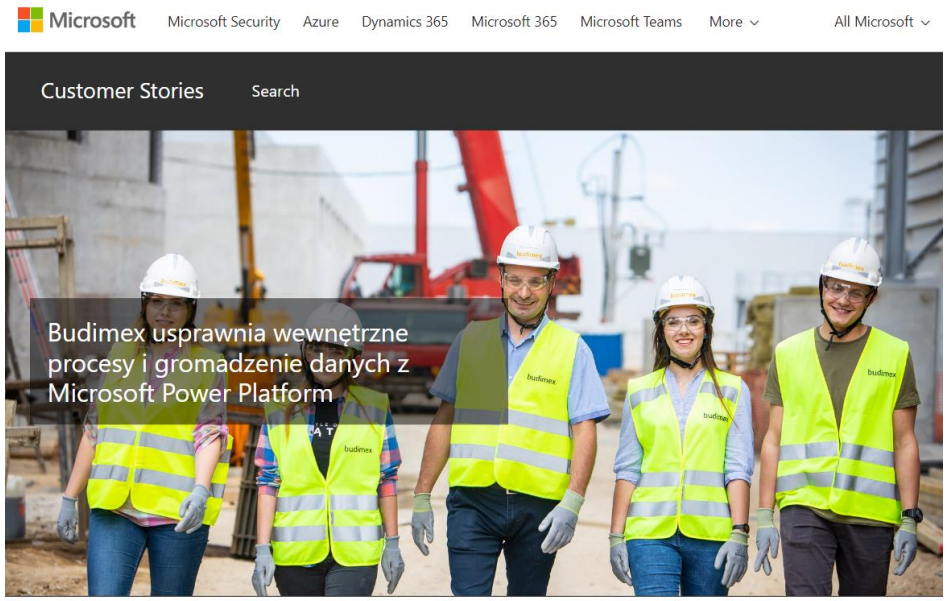
20.02.2023
24.02.2023
Vacation
20.02.2023
24.02.2023
Vacation
20.02.2023
24.02.2023
Amica
Auto Home Life
Warehouse Orders
Copy Center Orders
View Past Orders
Home Screen
Show only Available
Sort by:
Location
Status
Open Orders:
All orders
Order ID
Details
142
146
147
148
Planned Hours
Completed Hours
Hours % Completed
Planned Cost
Actual Cost
Cost % Completed
Extra Hours
Extra Hours Cost
Total Cost
17.5K
4188.0
23.9%
29%
60
Start Date
5/10/2018
7/31/2020
Worktime Dates
3/8/2020
7/30/2020
Country
Street
Account Name
Rooms
End Date
3/9/2020
5/31/2020
City
Number
Project
Size
Borås
Kristiansfält
Total
23.9%
29%
60
Back
Project Screen
People
People Summary

Grupa Budimex chciała zoptymalizować proces gromadzenia informacji z terenów budowy w różnych częściach kraju. By to osiągnąć i uzyskać lepszy wgląd w dane, zbudowano szereg aplikacji mobilnych opartych na ***Power Apps****. Dzięki rozwiązaniu do zarządzania zadaniami, przepływami pracy oraz wynagrodzeniem, przygotowanie comiesięcznych raportów* ***zajmuje 15 minut zamiast godziny****. Z kolei aplikacje do rejestrowania czasu pracy sprzętu wygenerowały dalsze oszczędności****, skracając czas przygotowania raportów o ponad 85%****.*



April 10, 2023 Print

budimex

Grupa Budimex chciała zoptymalizować proces gromadzenia informacji z terenów budowy w różnych częściach kraju. By to osiągnąć i uzyskać lepszy wgląd w dane, zbudowano szereg aplikacji mobilnych opartych na Power Apps. Dzięki rozwiązaniu do zarządzania zadaniami, przepływami pracy oraz wynagrodzeniem, przygotowanie comiesięcznych raportów zajmuje 15 minut

Learn More

Learn more on Power Apps

Customer
Budimex

Partner
Developico

Products and Services
Microsoft 365
Power Apps

Industry
Other

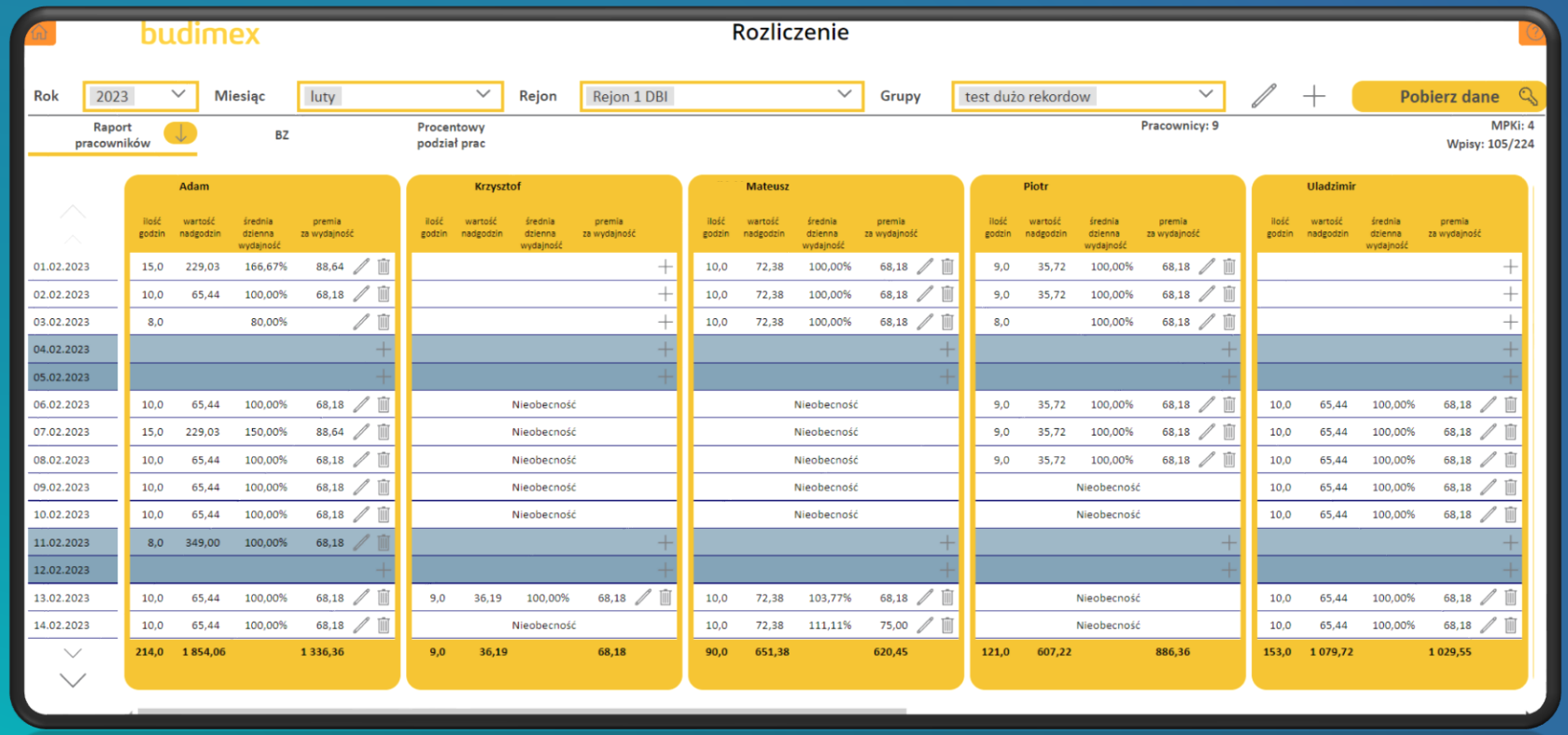
Organization Size

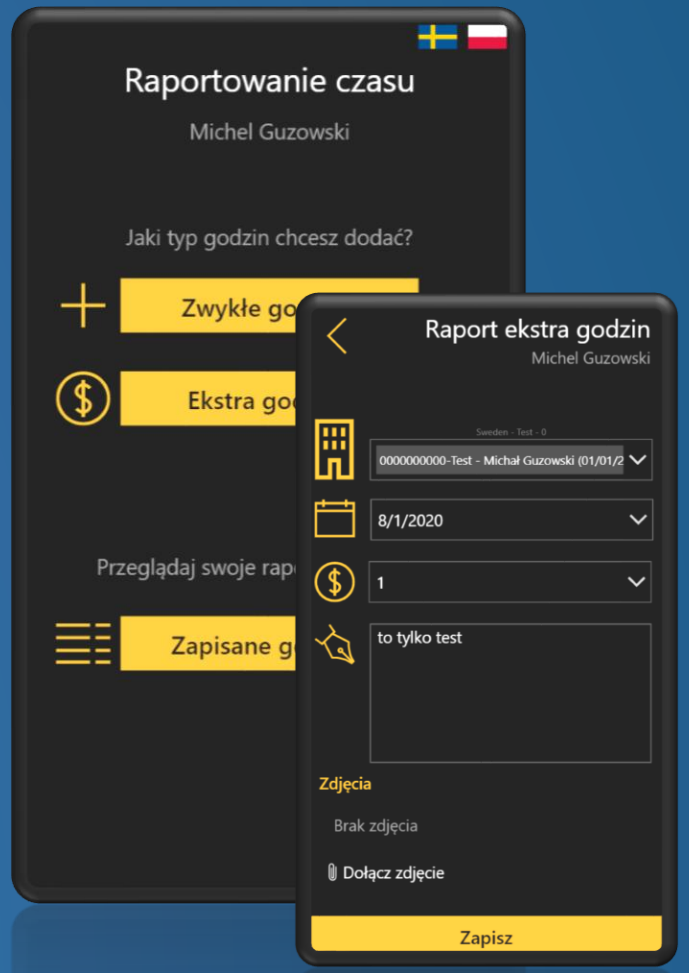
https://developico.com/budimex

https://customers.microsoft.com/en-us/story/1621791247613287728-budimex-other-microsoft-365-en-poland

Developico

budimex





Developico

budimex

Developico

budimex

Crisis Occurence Management

80%

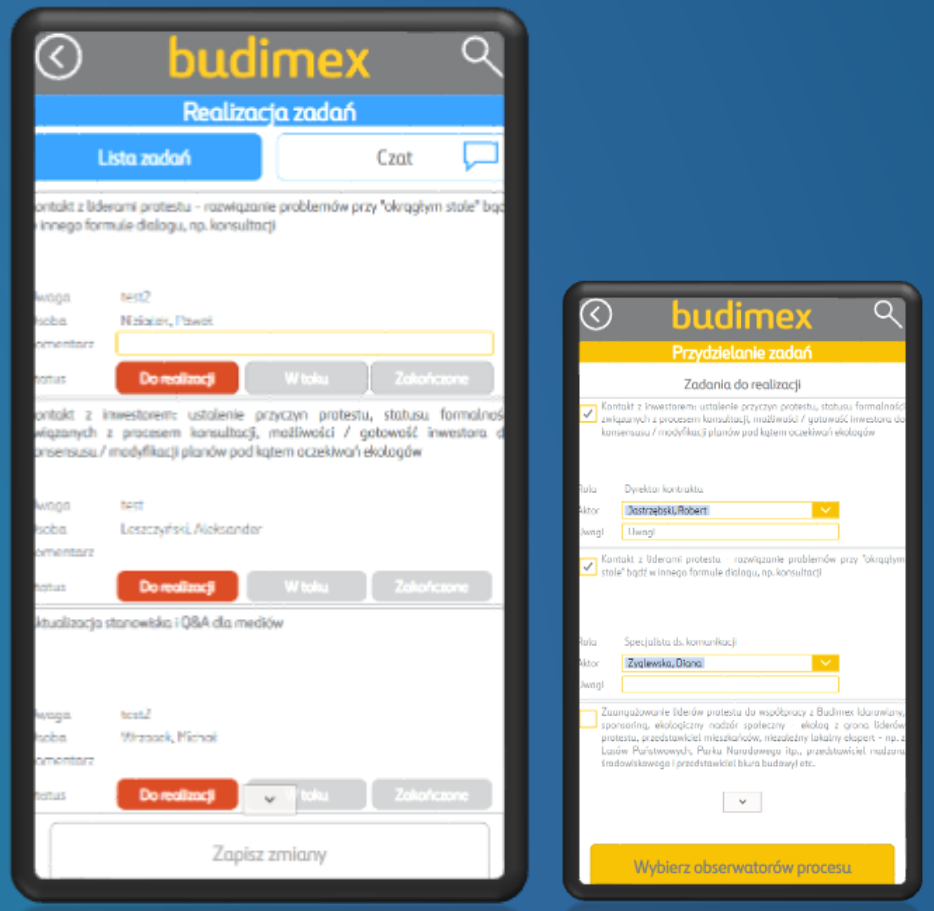
Faster response time to an incident

60%

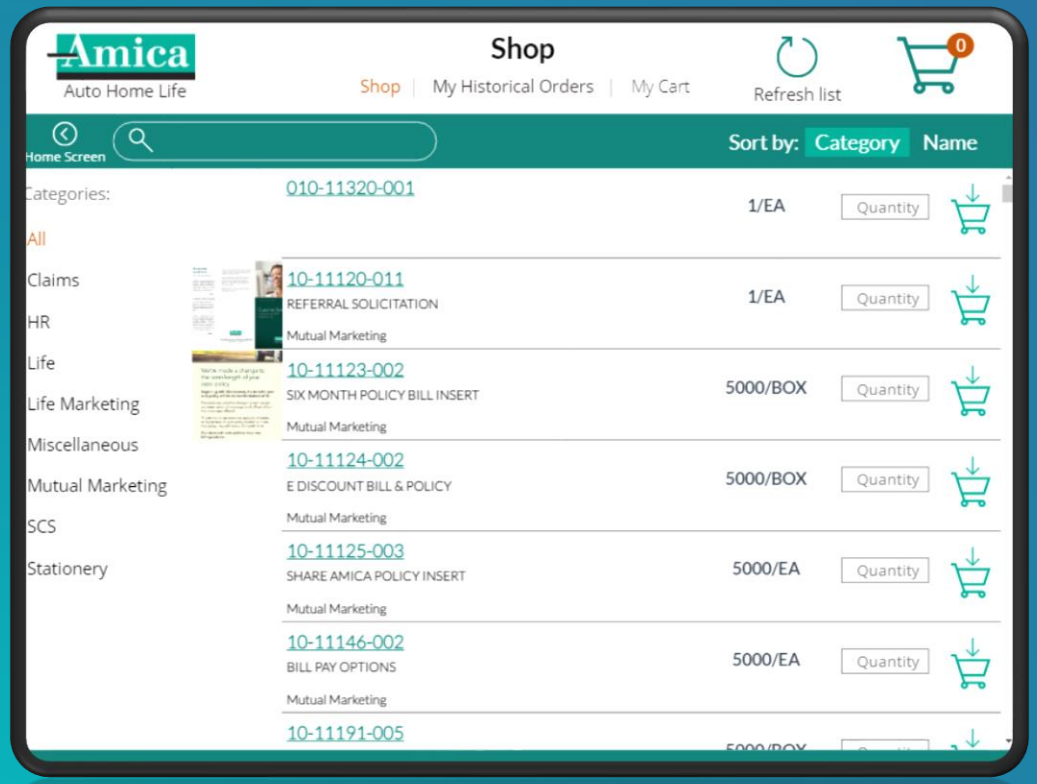
Shorter time Ticket Resolution

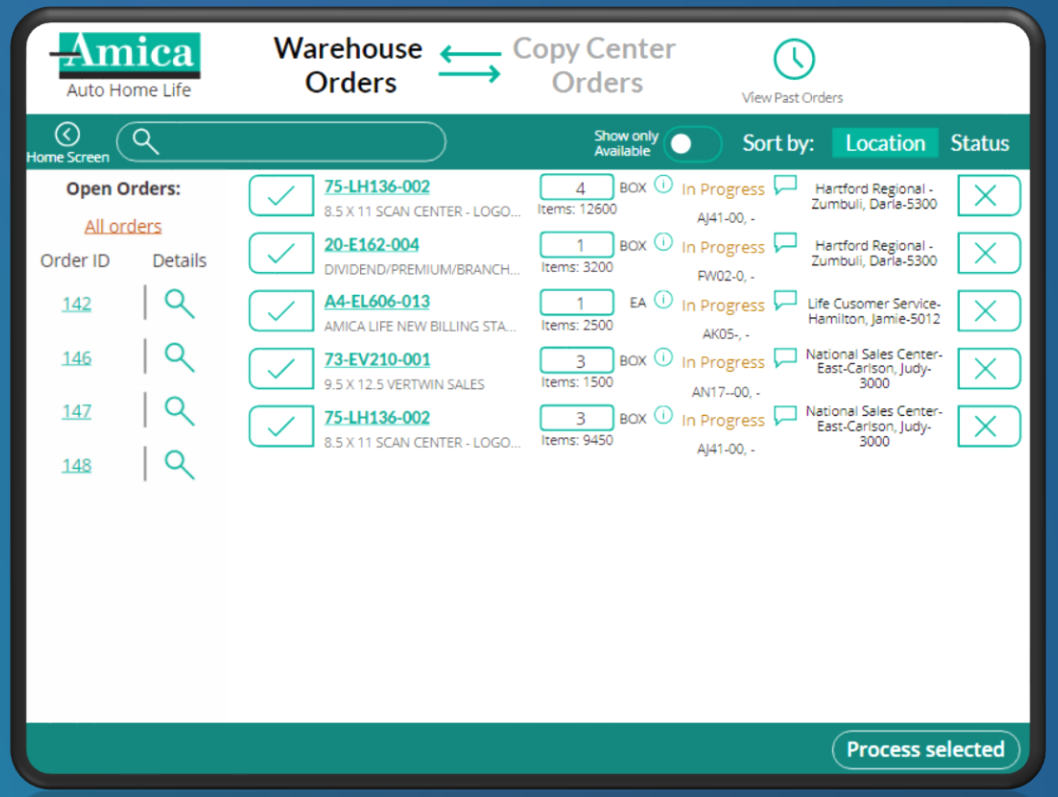
300%

Increase in the number of requests in the organization

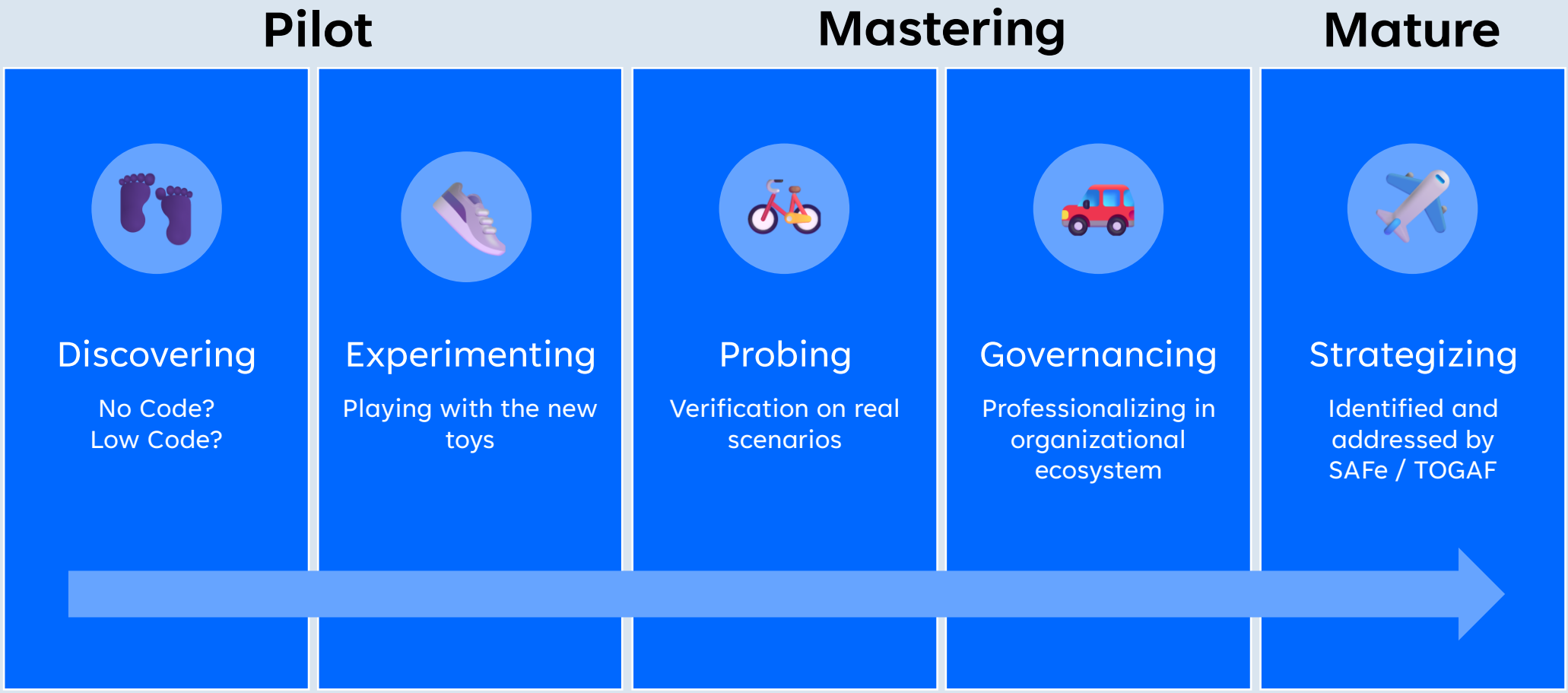


Developico


Amica
Auto Home Life
Shop
Shop | My Historical Orders | My Cart
Refresh list
0
Home Screen
Sort by: Category Name
Categories:
All
Claims
HR
Life
Life Marketing
Miscellaneous
Mutual Marketing
SCS
Stationery
010-11320-001
1/EA
Quantity
10-11120-011
REFERRAL SOLICITATION
Mutual Marketing
1/EA
Quantity
10-11123-002
SIX MONTH POLICY BILL INSERT
Mutual Marketing
5000/BOX
Quantity
10-11124-002
E DISCOUNT BILL & POLICY
Mutual Marketing
5000/BOX
Quantity
10-11125-003
SHARE AMICA POLICY INSERT
Mutual Marketing
5000/EA
Quantity
10-11146-002
BILL PAY OPTIONS
Mutual Marketing
5000/EA
Quantity
10-11191-005


Amica
Auto Home Life
Warehouse Orders
Copy Center Orders
View Past Orders
Home Screen
Show only Available
Sort by: Location Status
Open Orders:
All orders
Order ID
Details
142
146
147
148
75-LH136-002
8.5 X 11 SCAN CENTER - LOGO...
4 BOX
Items: 12600
In Progress
AJ41-00, -
Hartford Regional - Zumbuli, Darla-5300
20-E162-004
DIVIDEND/PREMIUM/BRANCH...
1 BOX
Items: 3200
In Progress
FW02-0, -
Hartford Regional - Zumbuli, Darla-5300
A4-EL606-013
AMICA LIFE NEW BILLING STA...
1 EA
Items: 2500
In Progress
AK05-, -
Life Cusomer Service-Hamilton, Jamie-5012
73-EV210-001
9.5 X 12.5 VERTWIN SALES
3 BOX
Items: 1500
In Progress
AN17--00, -
National Sales Center-East-Carlson, Judy-3000
75-LH136-002
8.5 X 11 SCAN CENTER - LOGO...
3 BOX
Items: 9450
In Progress
AJ41-00, -
National Sales Center-East-Carlson, Judy-3000
Process selected

HDT Maturity Model



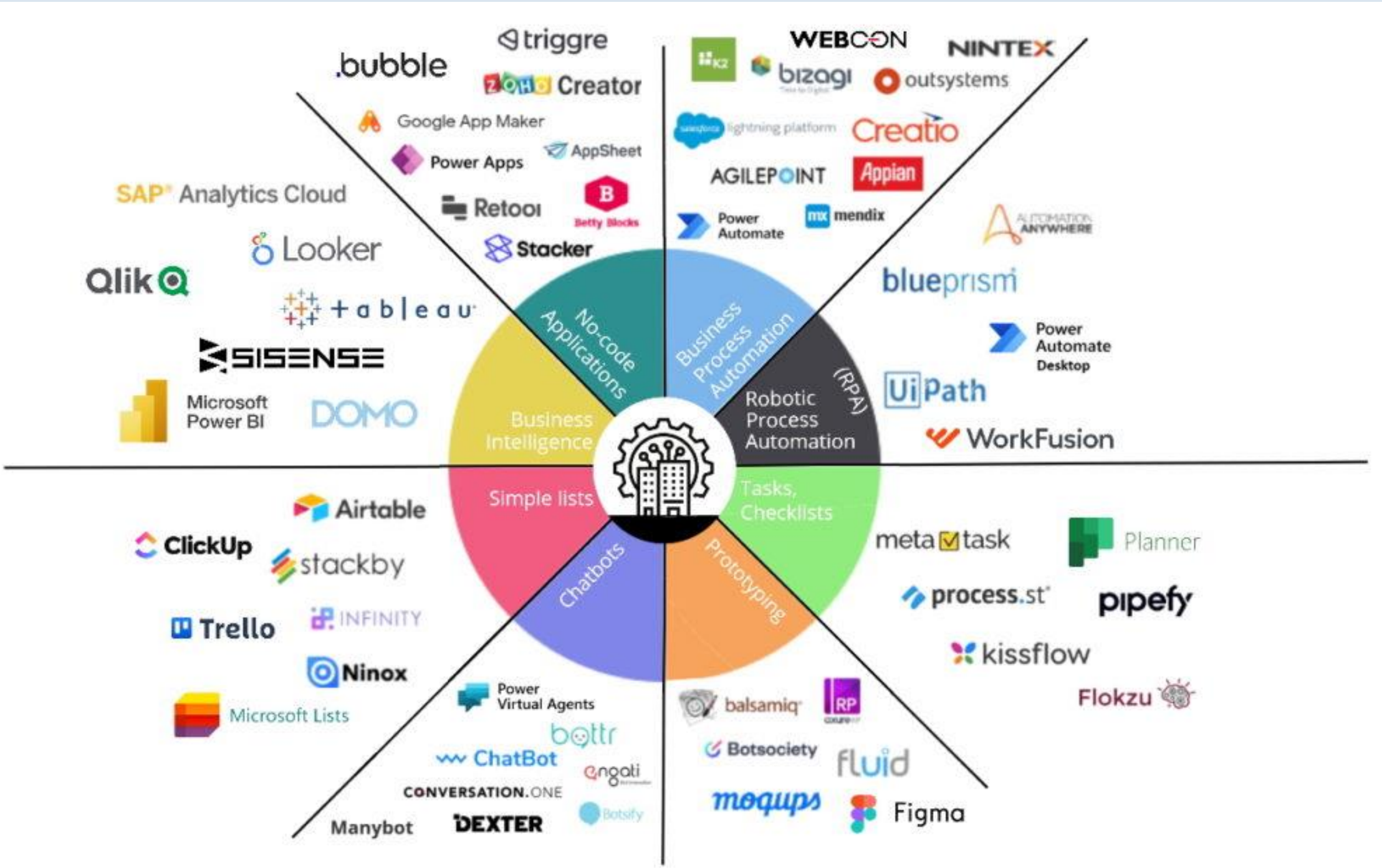
Discovering

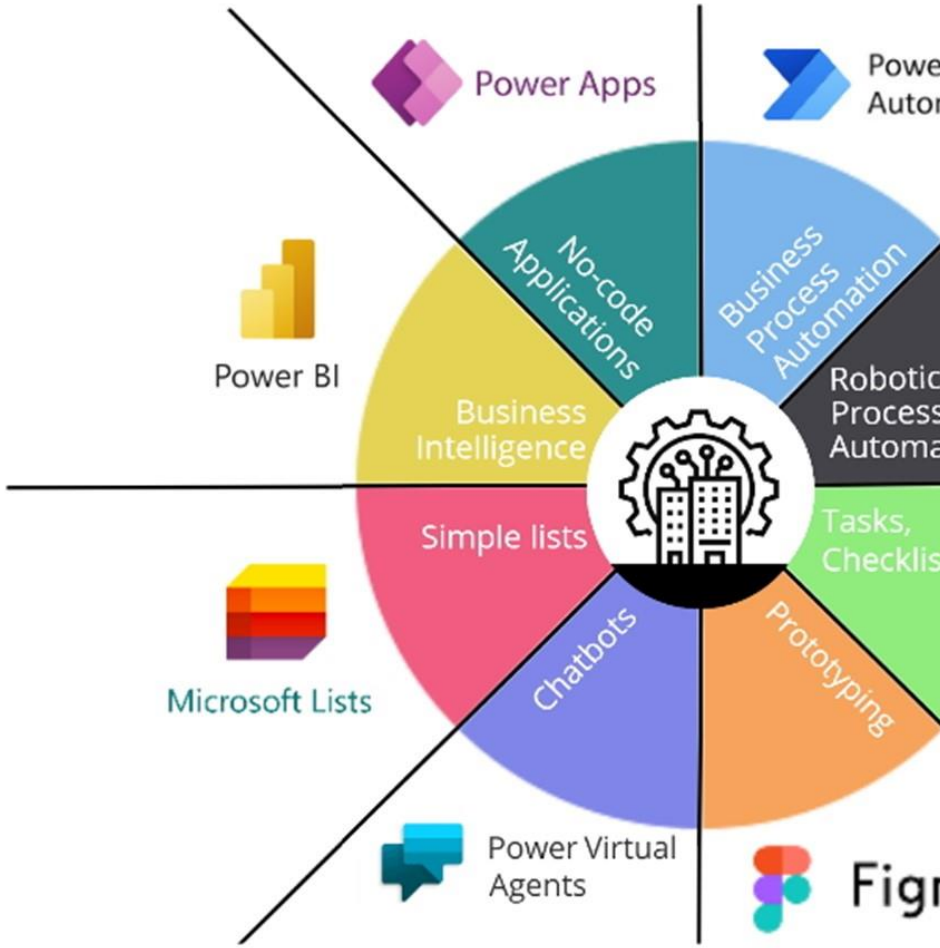
Action list

- Learn & Engage
- Demo
- Sign-up for trials
- Evaluate current tools

Questions

- What is No Code?
- Difference between No Code and Low Code?
- What is commonly used on the market?
- What is my company already using?
- Which low code platforms licenses we already have?
- To which low code platforms I have already access to?


triggre
bubble
ZOHO Creator
Google App Maker
Power Apps
AppSheet
Retool
Betty Blocks
Stacker
SAP Analytics Cloud
Looker
Qlik
tableau
SISENSE
Microsoft Power BI
DOMO
No-code Applications
Business Intelligence
WEBCON
NINTEX
K2
bizagi
outsystems
salesforce lightning platform
Creatio
AGILEPOINT
Appian
Power Automate
mendix
Business Process Automation
Robotic Process Automation (RPA)
AUTOMATION ANYWHERE
blueprism
Power Automate Desktop
UiPath
WorkFusion
Airtable
ClickUp
stackby
Trello
INFINITY
Ninox
Microsoft Lists
Simple lists
Chatbots
Power Virtual Agents
bottr
ChatBot
engati
CONVERSATION.ONE
Botsify
Manybot
DEXTER
Tasks, Checklists
Prototyping
meta task
Planner
process.st
pipefy
kissflow
Flokzu
balsamiq
RP
Botsociety
fluid
moqups
Figma


Power Apps
Power Automate
No-code Applications
Business Process Automation
Power BI
Power Automate Desktop
(RPA)
Robotic Process Automation
Business Intelligence
Simple lists
Tasks, Checklists
Microsoft Lists
Chatbots
Prototyping
Planner
Power Virtual Agents
Figma

Experimenting

Action list

- Learn & Engage
- Identify low-hanging fruits
- Select the right tools
- Fold your sleeves

Tools

- Intuition & Experience
- Self-management approach
- Prioritization Matrix

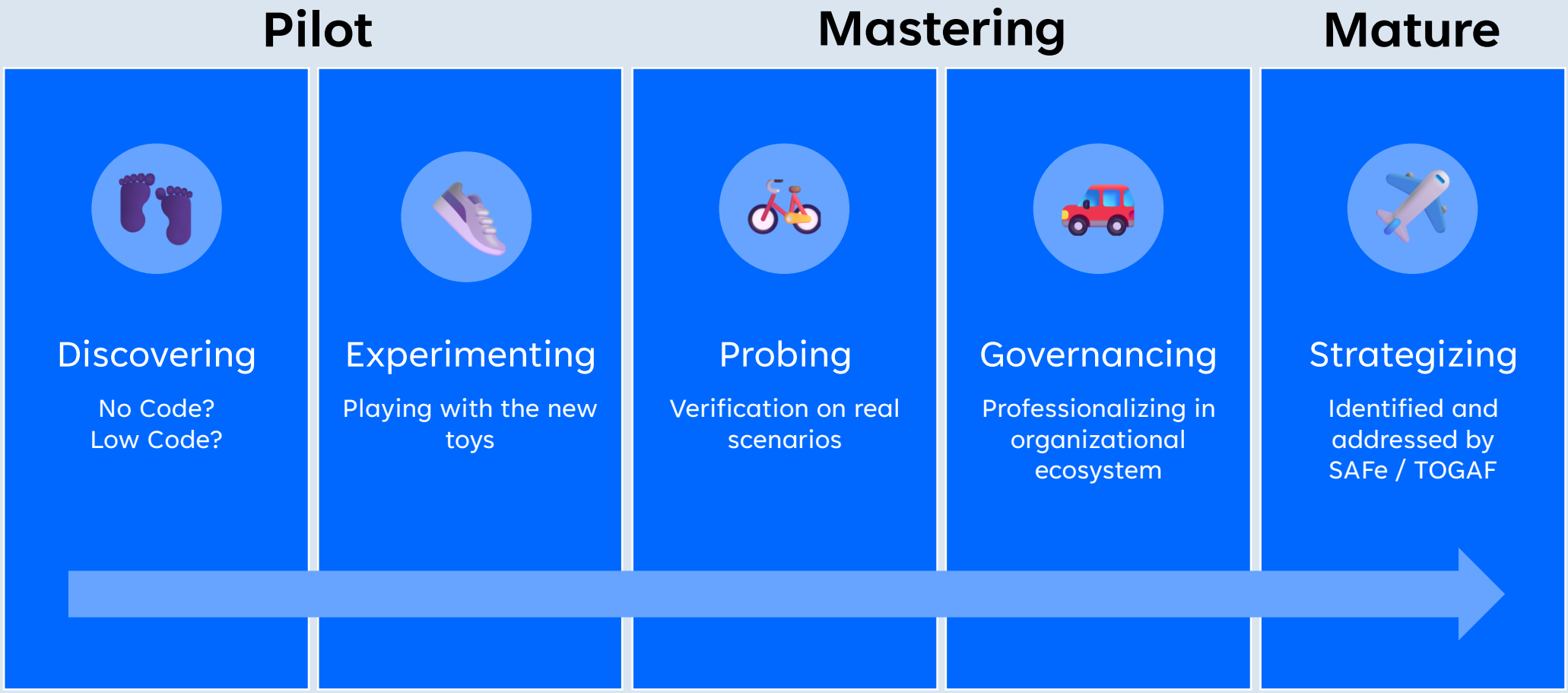
Questions

- What people complain about?
- What has the best value to effort ratio?

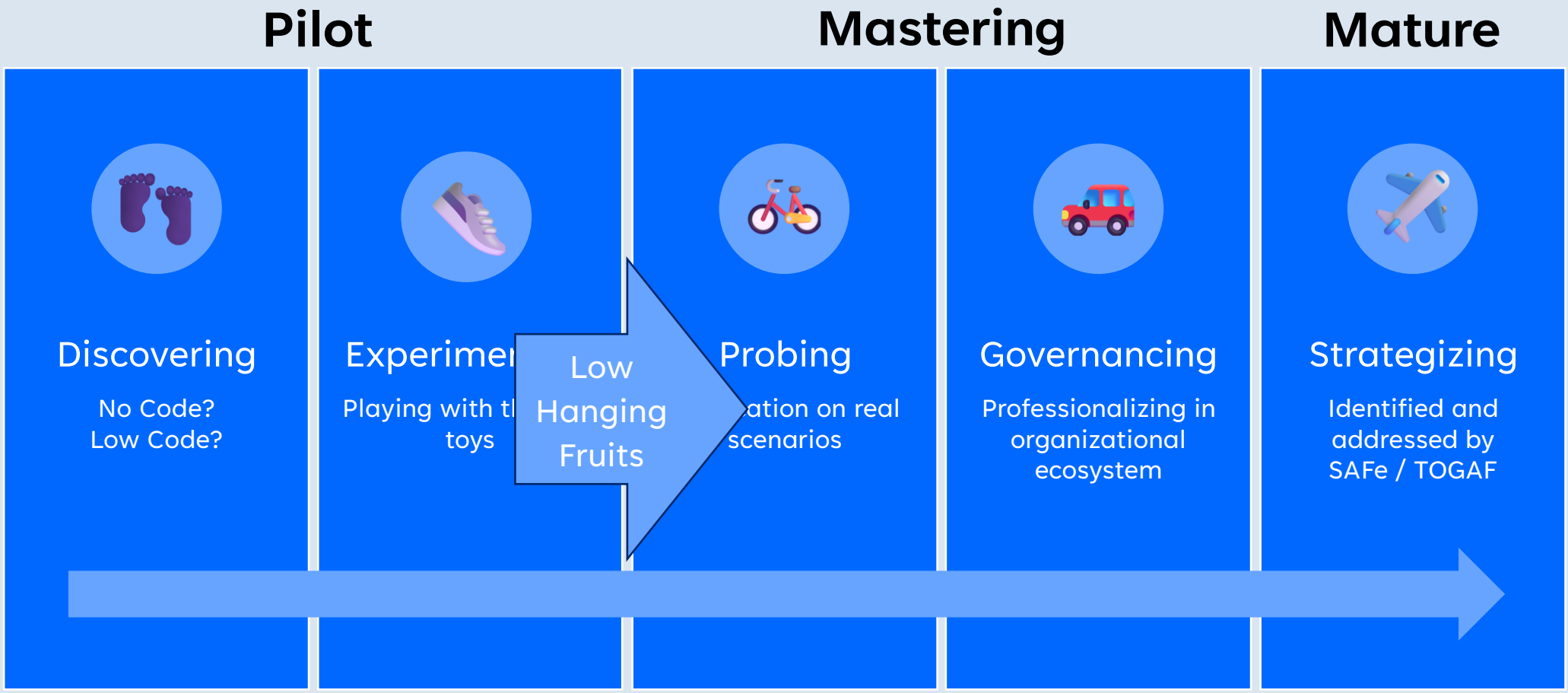
Differentiators

- Hyper Sprints
- Citizen Developers & Fusion Teams
- Platform-related best practices

HDT Maturity Model



HDT Maturity Model



🚲 Probing

Tools

- Hyper Sprints
- RACI
- SMART KPIs
- MVP
- Prioritization Matrix

Action list

- Assign small budget
- Gather Team:
  - Process Owner
  - Digitalization Owner
  - **Citizen Development Expert**

Questions

- How can we systemically solve challenges
- What mechanisms are in place to ensure adherence to the newly created technical guidelines and standards?
- Where to take experienced platform specialists from?
- Are there any scalability concerns as we move from individual projects to a broader framework approach?

Hyper sprint

Outcomes

- Analysis of needs
- MVP implementation
- Business Value for future sponsor
- Pipeline identification
- Technology Verification

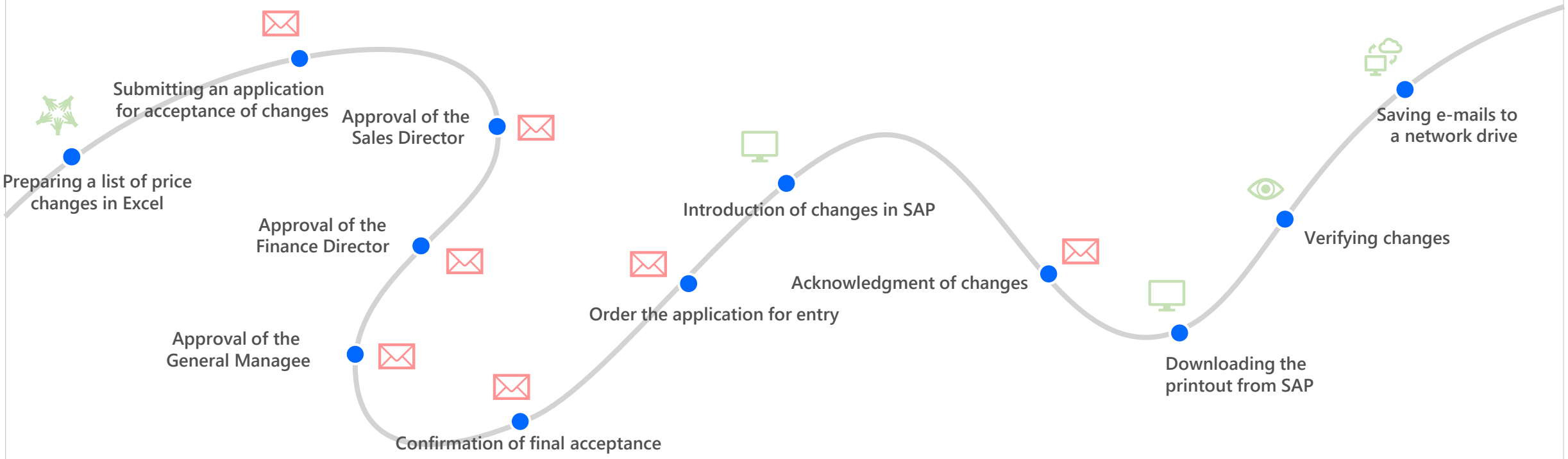
Schedule

- **Monday:** Process analysis and selection of the scope of work.
- **Tuesday – Thursday:** Building an MVP, adapting to the client's specificity, reacting to changes and testing functionality.
- **Friday:** Finalization of MVP construction, gathering summary and discussion of next steps.

Goals

- Conducting Analysis
- Building an MVP
- Verifying tools & team
- "Blazing the Trail"
- Solution Guidelines:
  - Up to 8 data tabels
  - Up to 5 screens, 50 controls each
  - Up to 5 flows, 20 actions each
  - Up to 20 documentation pages
  - Up to 20 summary slides

CURRENT STATE



WHAT WORKS

- Excel with changes has a standardized structure
- Ordered changes are implemented
- Archiving of made changes

CHALLENGES

- Difficulty in determining the current status of the application
- Monitoring the progress of the application by the coordinator
- Inability to reconstruct the decision-making process

NEEDS

- Streamlining the flow of information
- Increase productivity
- Improving audit data acquisition
- Reduce the stress of the process

Experience Journey

change in the user experience of the price acceptance process

AS-IS

Progress control

Proactively verifying progress and, for example, reminding directors of the need for approval.

Understanding the decision

In the case of an audit, it is necessary to retrieve the saved emails and review the related correspondence. This often requires hours of searching in the e-mail inbox

Motivations

Consolidation

The system collects data about the process and its participants

Reporting

The system has access to a complete set of data for analysis and reporting

Extensibility

Solutions enables further expansion thanks to the use of Power Platform

Integrability

Platform allows you to integrate with other company systems

Benefits

Faster flow of information

More complete archiving

Faster access to data during an audit

Lower Licensing Cost

Increase in productivity

Less chance of making a mistake

Access from any device

TO-BE

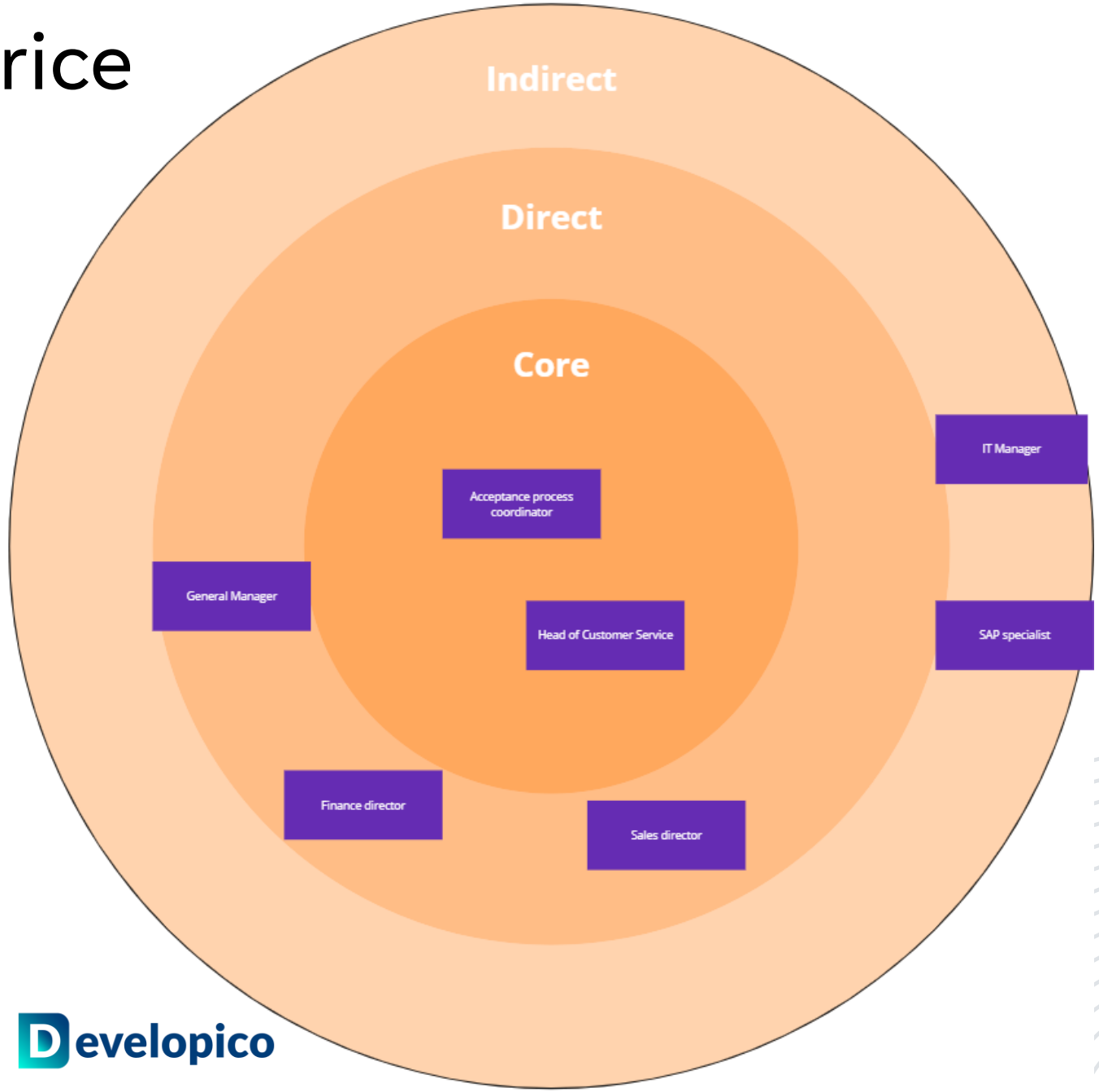
Progress control

The system takes care of the progress of the process itself thanks to automatic reminders, the coordinator takes reactive action in case of emergency

Understanding the decision

The system shows the status of progress on an ongoing basis, the dates of steps taken, and also allows you to download a package of all the necessary information with one click

Stakeholders in the price acceptance process



Developico

Price Change Approval Application

Request for new price change

Request for new product

View all requests

New product request form

* New product name

* Product type

* Product brand

* Product number

* Additional description

* Required attachments

There is nothing attached.

Attach file

Save as draft

Submit

Price change request details (ID: 14)

Show all approval details

* New price valid date

23-01-2024

* Request description

test test test

ID	Level	Approver Name	Approver Role	Decision	Comment	Completed
49	1	Malgorzata Delattre Tchibo	Sales Director	Rejected	test test test	19-01-2024
50	2	Malgorzata Delattre Tchibo	Finance Director			

Attachments

222222.xlsx

SAP Update confirmation attachments

Save as draft

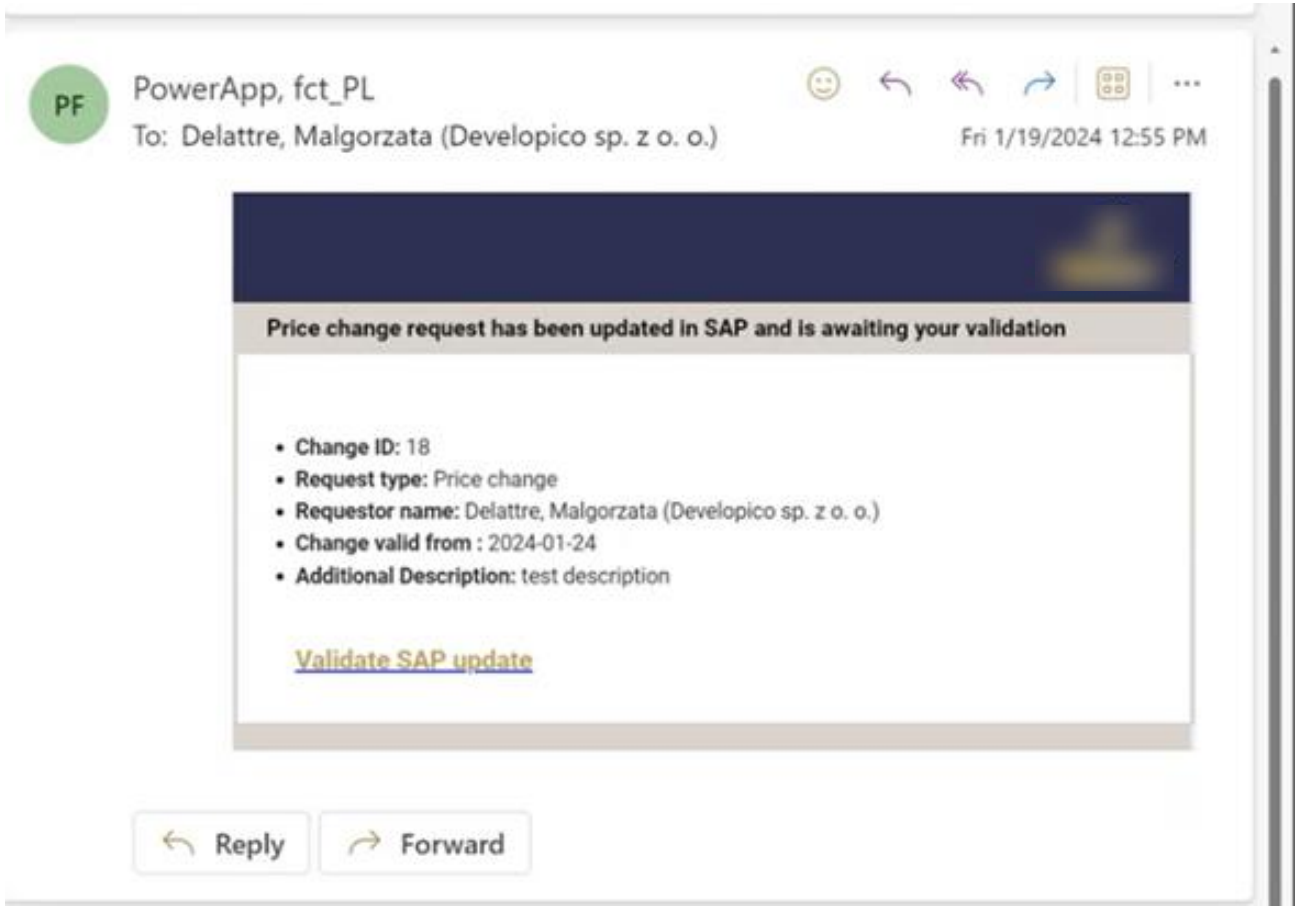
Submit

List of submitted changes

ID | Request type | Search requestor | Submission status | Approval status | Approval level | Submitted from | Submitted to | Valid From

Only pending approvals | Awaiting SAP update | Awaiting SAP update confirmation | Filter by product tags

ID	Requestor	Change type	Submission status	Submitted on	Approval status	Current approval level	Finalized on	Change valid from
13	Delattre, Malgorzata (Developico sp. z o. o.)	New product	Completed	19-01-2024	Approved		19-01-2024	
14	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Draft	19-01-2024				23-01-2024
15	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Pending	19-01-2024	Rejected			24-01-2024
16	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Draft	19-01-2024				31-01-2024
17	Delattre, Malgorzata (Developico sp. z o. o.)	New product	Completed	19-01-2024	Approved		19-01-2024	
18	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Completed	19-01-2024	Approved		19-01-2024	24-01-2024
19	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Pending	19-01-2024	Pending	1		24-01-2024
20	Delattre, Malgorzata (Developico sp. z o. o.)	Price change	Pending	19-01-2024	Pending	3		31-01-2024
21	Delattre, Malgorzata (Developico sp. z o. o.)	New product	Pending	19-01-2024	Pending	2		


PF
PowerApp, fct_PL
To: Delattre, Malgorzata (Developico sp. z o. o.)
Fri 1/19/2024 12:55 PM
Price change request has been updated in SAP and is awaiting your validation
Change ID: 18
Request type: Price change
Requestor name: Delattre, Malgorzata (Developico sp. z o. o.)
Change valid from : 2024-01-24
Additional Description: test description
Validate SAP update
Reply
Forward

Business Value

Process Duration: 96 hours (of 480 hours per year)

- 75%

Time commitment 600 hours (out of 2,400 hours per year)

- 75%

Audit preparation time: 30 hours (out of 240 hours per year)

- 90%

Costs:Savings ratio

ROI 300%

Other benefits

RESOLVED NEGATIVE IMPACT
on audit preparation. Audit data is completed and stored on an ongoing basis and all information is available at hand

NO LICENSING COSTS
related to obsolete software (JIRA)

IMPROVED EMPLOYEES SATISFACTION
Fewer problems related to proactively monitoring the process, obtaining data for audit, understanding the process or maintaining it

Developico

Benefits

- Reactive action
- Transparent and consistent process
- Access to information
- Simplify development and maintenance

KPIs

- +100% reproduction of the decision-making process
- 75% faster price correction response time
- lower technology maintenance cost by 2500 EU
- 80% fewer hours spent

Platforms

Power Apps · Power Automate · Dataverse

BUSINESS VALUE...

Lower process maintenance costs

Automation should translate into > PLN 100,000 in savings per year

ROI

300%

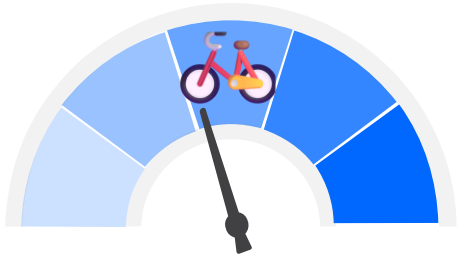
Business Resilience

Reduced time to price adjustments and audit readiness

Expandability

The Platform platform is already used in the HR department of Contoso. The platform allows for simple modification, integrates with any systems and is supported by the Microsoft ecosystem

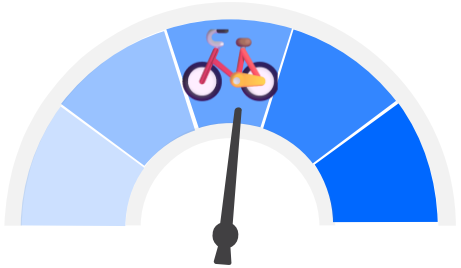
Horizon and perspective



Step 1
Refinement

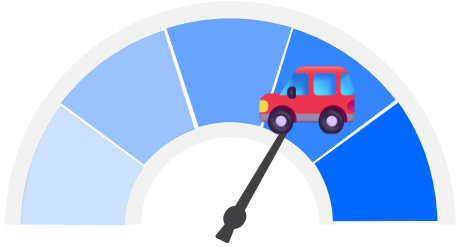
Goal: Implementation of the final version of the price acceptance process in Power Platform, cooperation with the HR department, education

Time: 1 month, value in 1 month



Step 2
More Hyper Sprints

Goal:
<benefits> & <KPIs> for further ideas
Automating subsequent processes, gathering arguments for digital transformation in the organization using M365 and Power Platform
Time: 1 – 2 months, value in 2 months



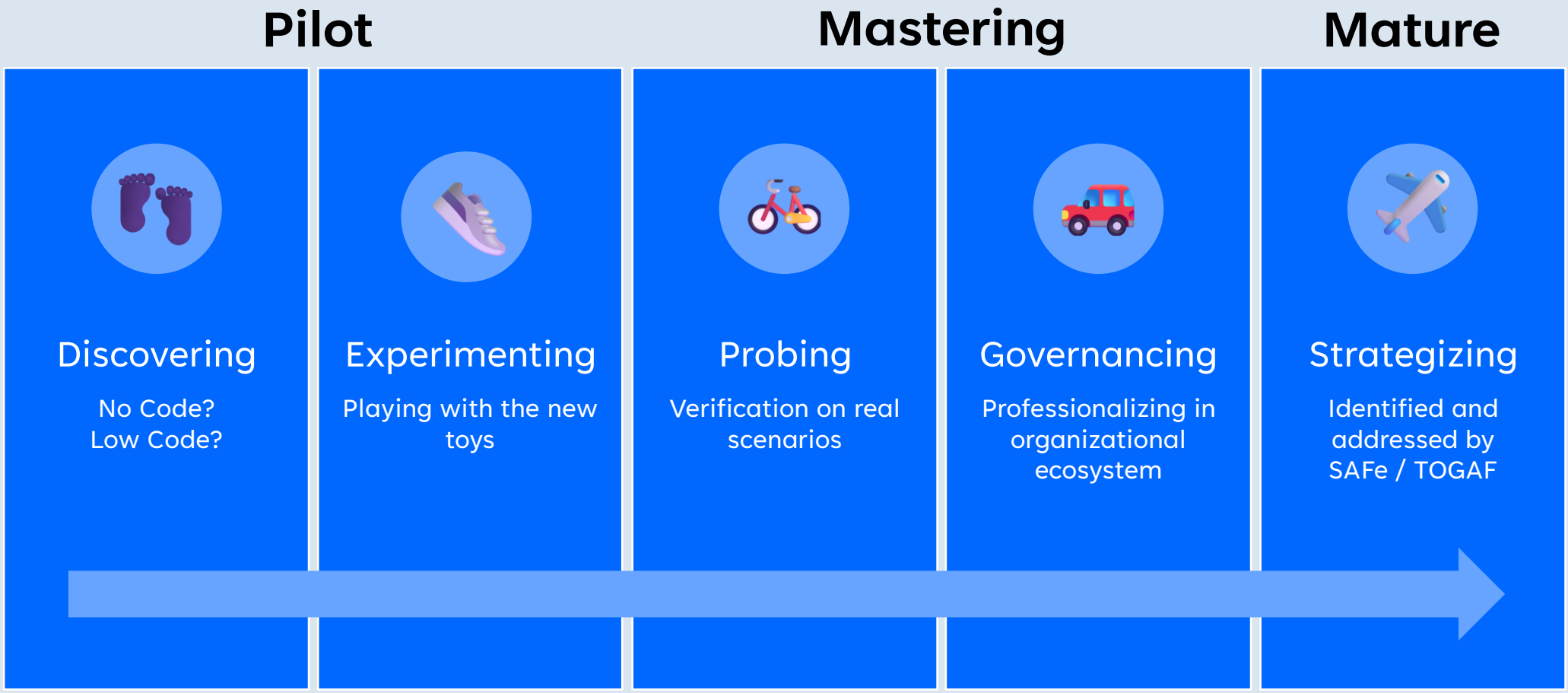
Faza 3
Governancing

Goal: Mature HDT
Automate Professionalize your team to digitize processes, manage and control all Platform solutions in your organization

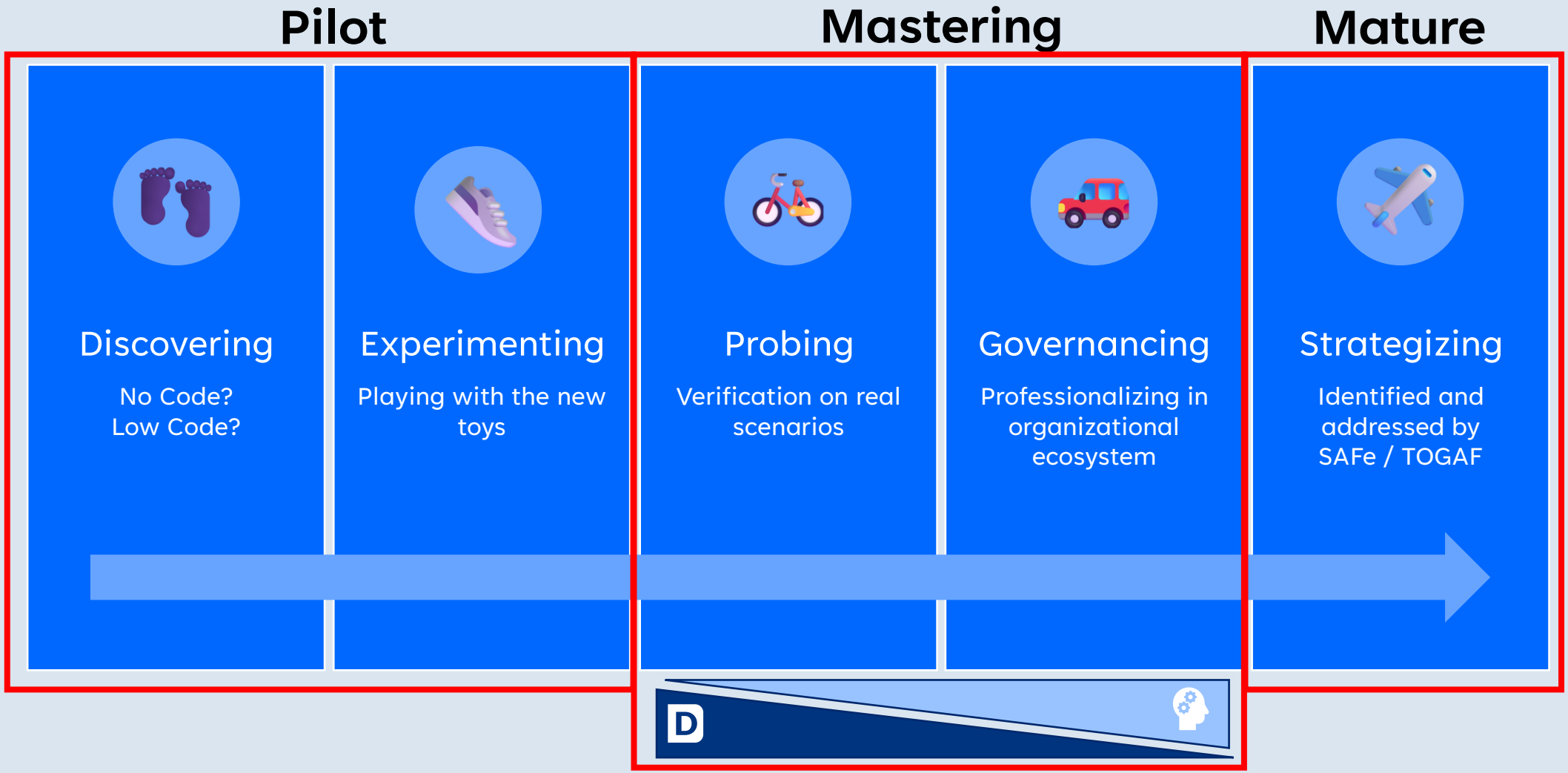
Time: 6-12 months, value in 3 months

Phase	Recommendations
Refinement	• Technology & Licensing Decision • Coverage of out-of-scope functionality (trade-offs) • Implementation, Adoption and Stabilization
More Hyper Sprints	• Building case studies showing measurable benefits for the organization • Co-packing • Contract Acceptances • Quality questionnaires • Simplify invoicing • Stakeholder radar • Integration with legacy systems • Meetings to identify "low-hanging fruits" (internal marketing)
Mastering	• Implementation of the Platform Center of Excellence • Facilitating the generation of needs in the organization • Determination of the Spot Assessment Grid and questionnaires • Launch Process Mining • Creation of the Hyper Digital Transformation team • Identification of Citizen Developers and IT engineers • Platform training • Building a Knowledge Base

HDT Maturity Model

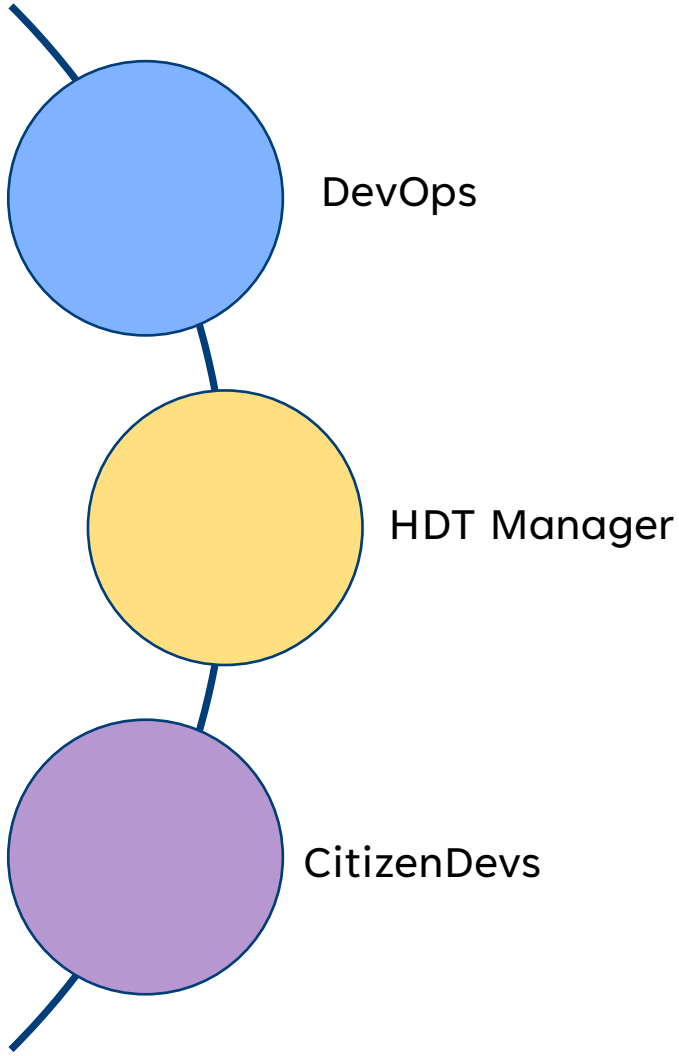


HDT Maturity Model



Fusion Teams

FUSION TEAMS

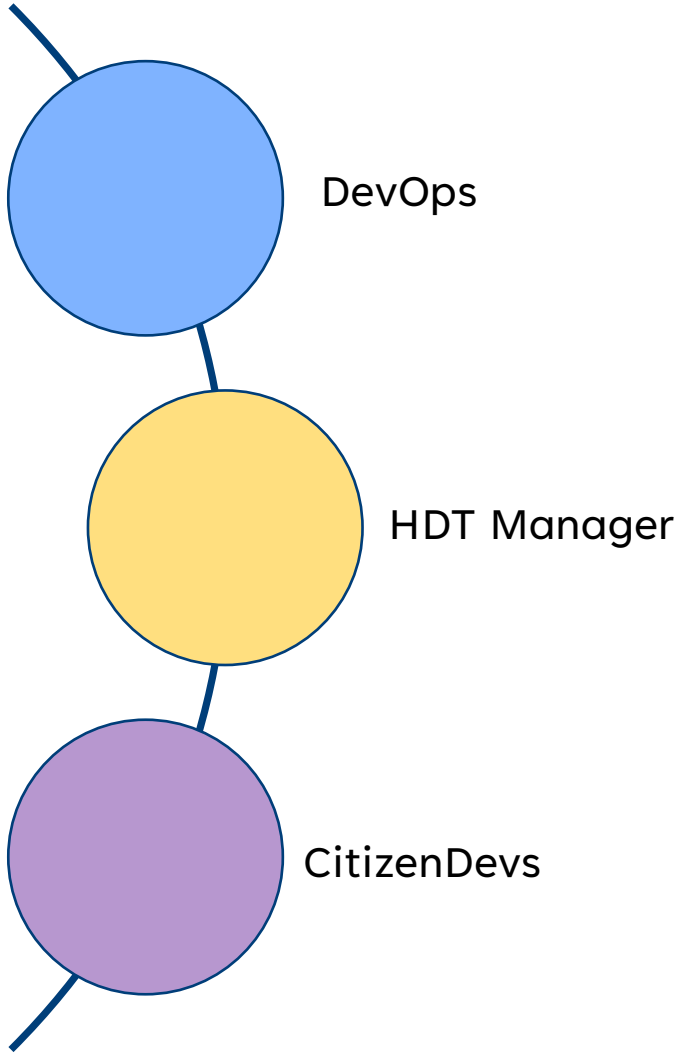


- Security
- Compliance
- Lifecycle Management
- License management
- Assessments Maintenance
- Support Strategy

- Business Development
- Maturity & Adoption
- Projects Management
- Road Mapping & Innovation Management
- Fusion Team Structure

- Awareness & Nurturing
- Skills Development
- Tools & Reusable Components

FUSION TEAMS



- Security
- Compliance
- Lifecycle Management
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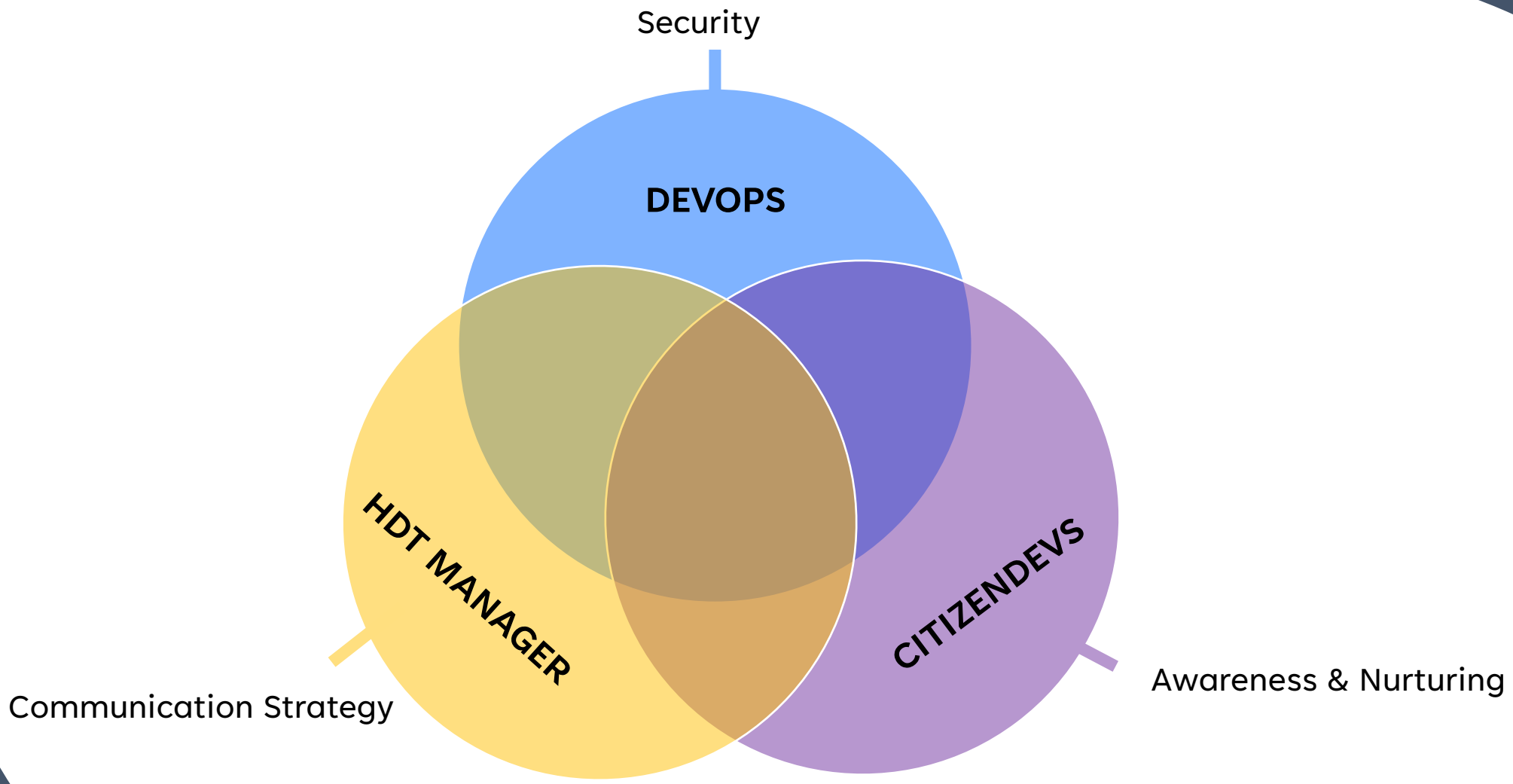
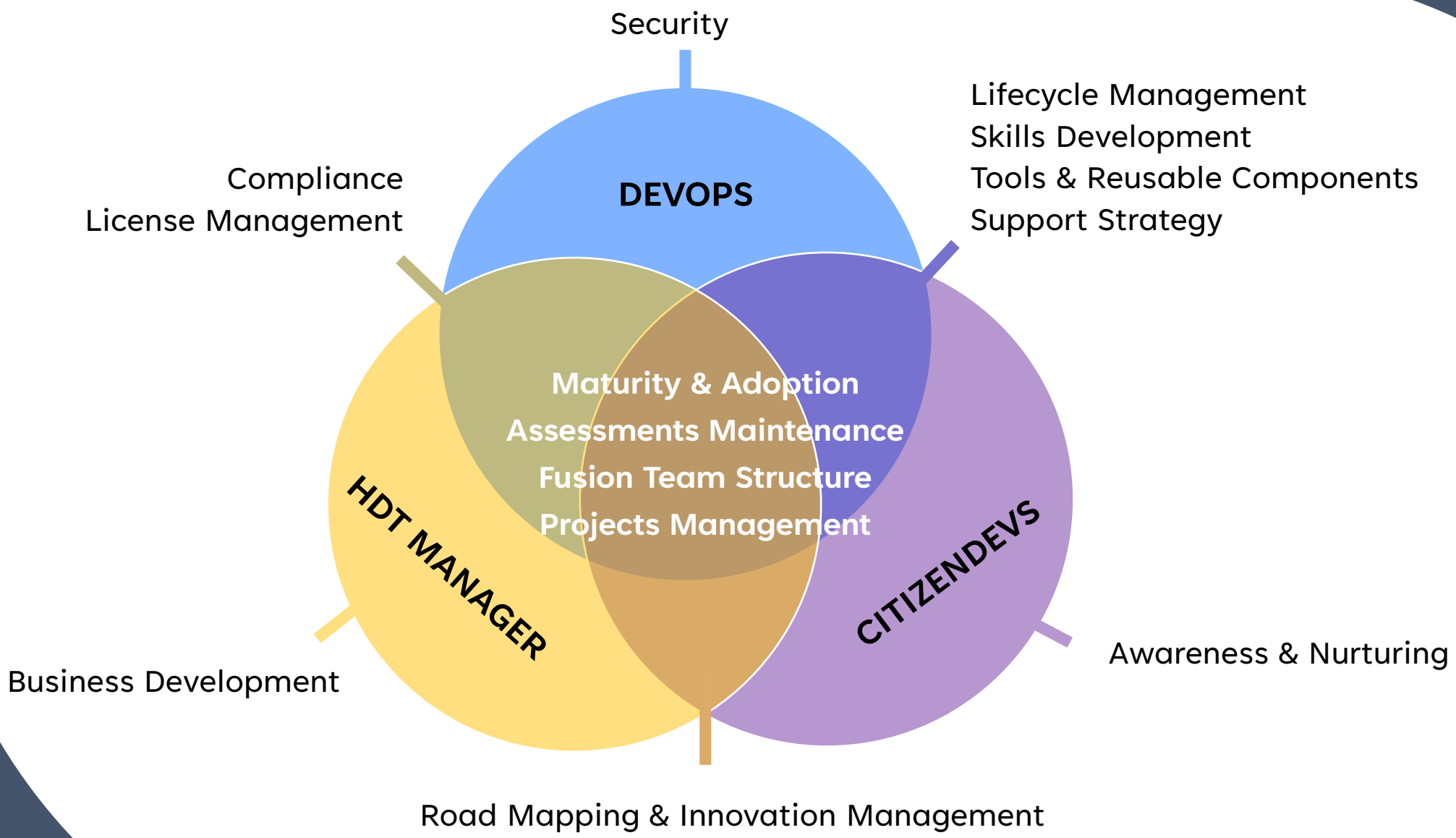

Security
DEVOPS
HDT MANAGER
CITIZENDEVS
Communication Strategy
Awareness & Nurturing


Security
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Support Strategy
Compliance
License Management
DEVOPS
Maturity & Adoption
Assessments Maintenance
Fusion Team Structure
Projects Management
HDT MANAGER
CITIZENDEVS
Business Development
Awareness & Nurturing
Road Mapping & Innovation Management

FUSION TEAM STRUCTURE

1. One-man-army
2. Consultant & BizDev + DevOps
3. 2x Consultant & BizDev + 2x DevOps
   8x Consultants
4. 3x BizDev
   2x DevOps
   16x Consultants
5. 2x
   - 3x BizDev
   - 2x DevOps
   - 16x Consultants

Developico

LICENSE MANAGEMENT

1. None
2. Already Owned / Freeemium
3. Premium Licenses for selected users
4. License Recommendations
5. Premium for company

Develepico

LICENSE MANAGEMENT

1. None
2. Already Owned / Freeemium
3. Premium Licenses for selected users
4. License Recommendations
5. Premium for company

Developico

BUSINESS DEVELOPMENT

1. No formal business value assessment
   No communication strategy
2. Selecting „Low Hanging Fruits”
   Surrounding stakeholders RACI+
   Business Value Identification
3. Pitch Deck Template
   Case Studies Backlog
   Personal Brand Persona
   Fusion Team Vision
4. Verticals stakeholders RACI+
   HDT Vision
5. HDT KPI/OKR

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LIFECYCLE MANAGEMENT

1. Solution deployed manually
2. Version Control
   Spot Matrix
3. DevOps uses CI/CD tool
   Assessment Results Guidelines
4. CI/CD process documented
   DevOps uses automated pipelines to deploy to prod
   Automated Lifecycle Management of environments and connectors policies
5. Citizen Devs can launch deployment pipelines

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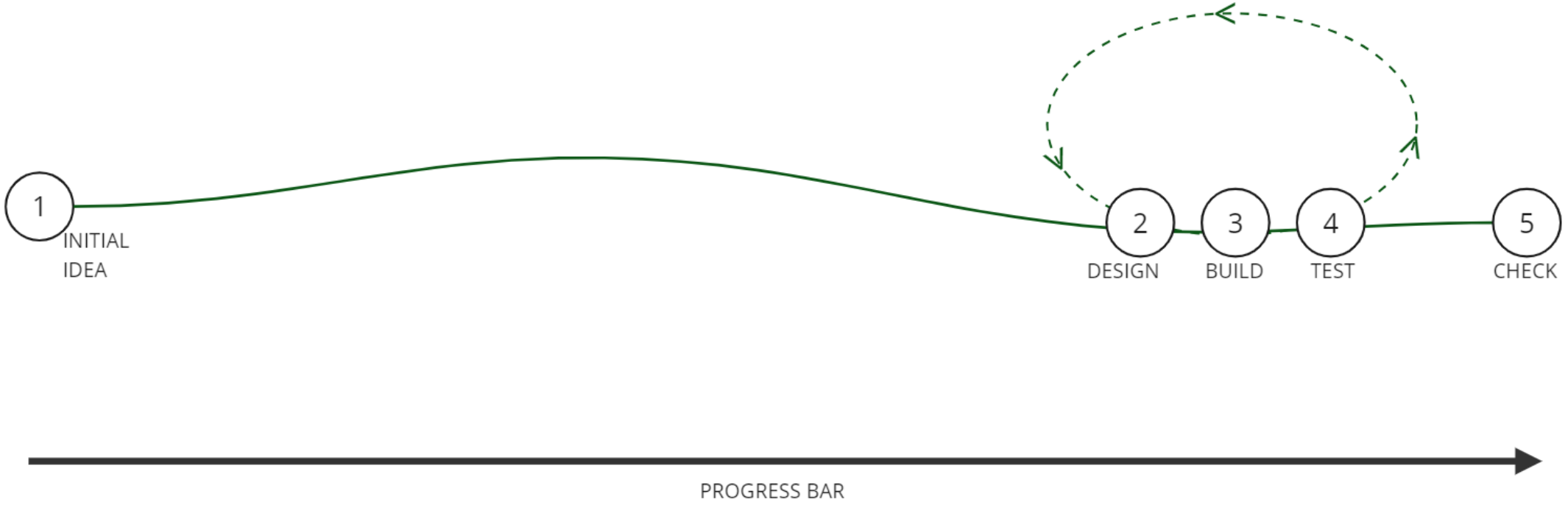
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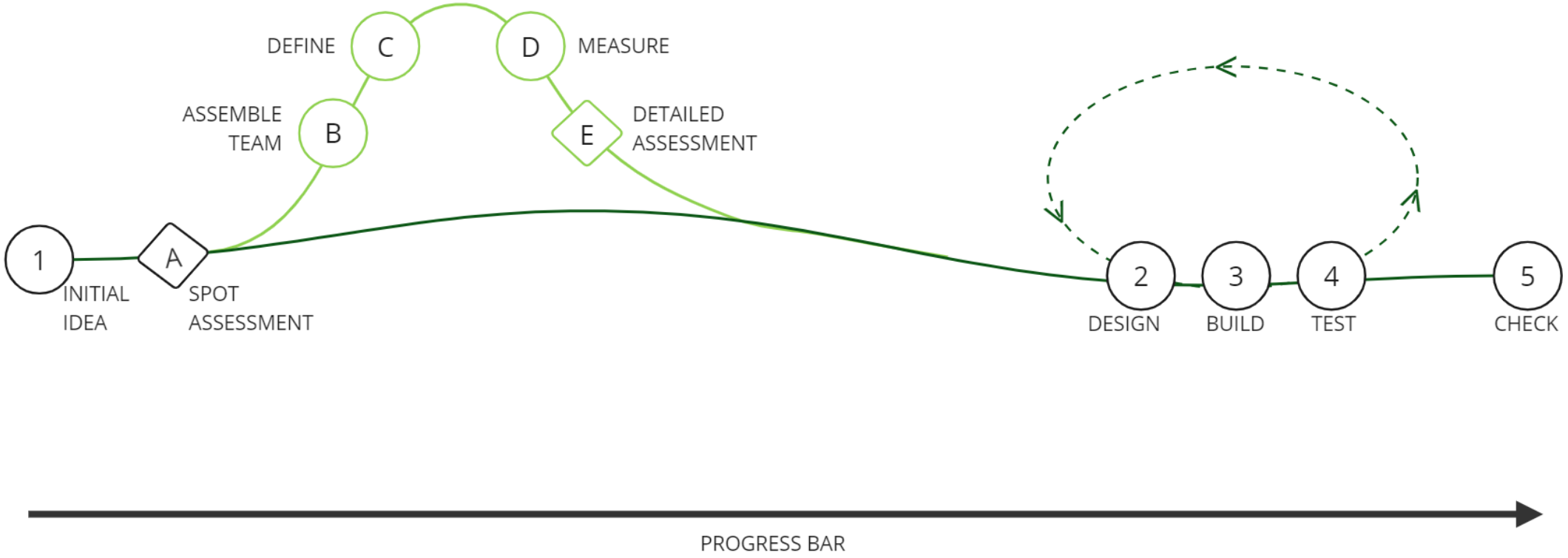
2
DESIGN
3
BUILD
4
TEST
5
CHECK
PROGRESS BAR


DEFINE
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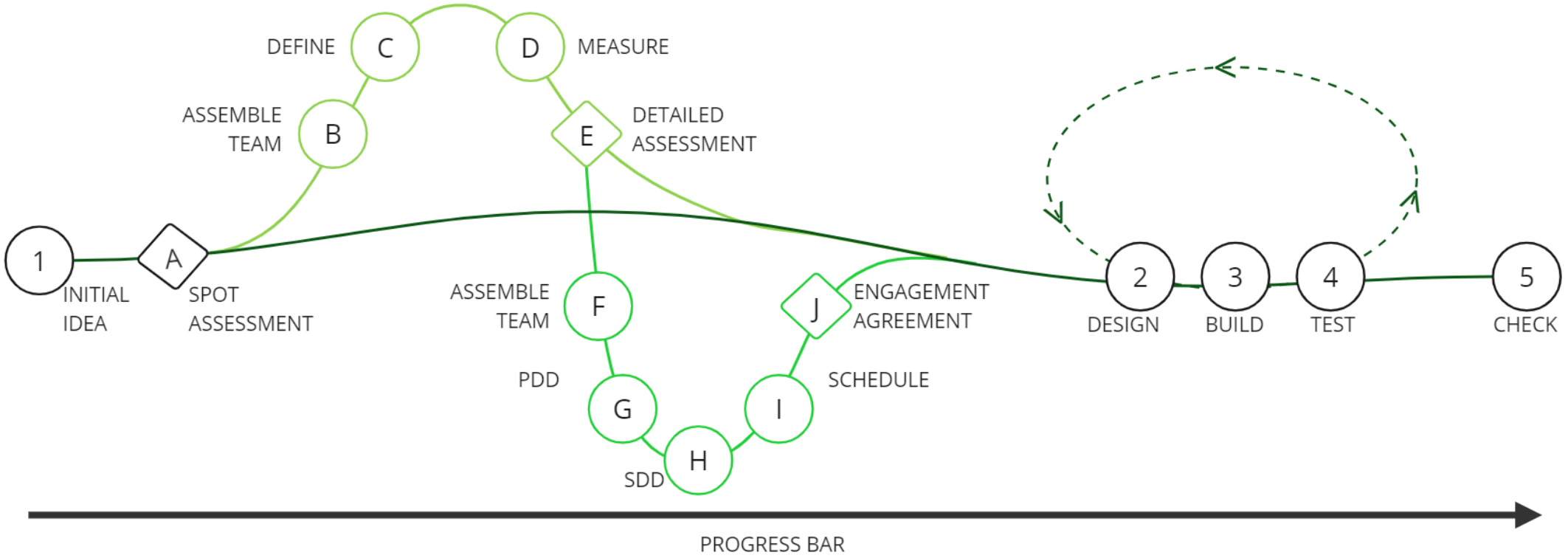
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G
I
SCHEDULE
H
SDD
PROGRESS BAR

LIFECYCLE MANAGEMENT

1. Solution deployed manually
2. Version Control
   Spot Matrix
3. DevOps uses CI/CD tool
   Assessment Results Guidelines
4. CI/CD process documented
   DevOps uses automated pipelines to deploy to prod
   Automated Lifecycle Management of environments and connectors policies
5. Citizen Devs can launch deployment pipelines

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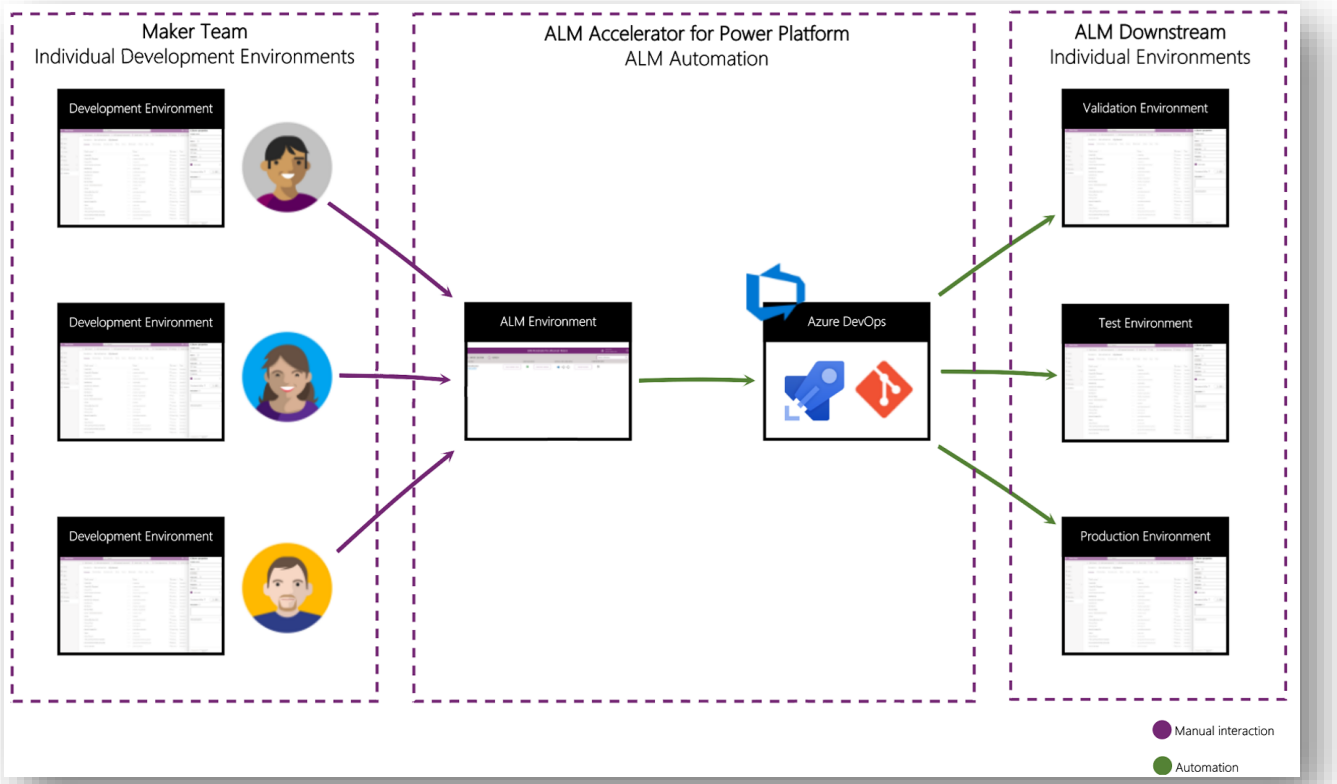

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ASSESSMENT MANAGEMENT

1. Analysis questions template
2. Spot Assessment template
   Identifies when idea requires additional analysis
   Identify when only DevOps can deploy to prod
3. PDD template
   SDD template
   Architecture Guidelines
4. Updating assessments
5. Updating assessments

Developico

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   Identify when only DevOps can deploy to prod
3. PDD template
   SDD template
   Architecture Guidelines
4. Updating assessments
5. Updating assessments

1. Current state/situation
Let's talk about your current state. What does your world look like today and what's not optimal that you want addressed?

2. Future state
What does we want our world to look like tomorrow? What are some of your top objectives and critical business outcomes that you want to see realized?

3. Bridge
What steps are you currently taking or planning on taking to get to that future state?

4. Why now?
What is at stake or the condition that requires action now? Is there any urgent or important events or dates we need to be aware of or consider as we move forward?

5. Define success
What is the expected outcome to achieve this vision? What does success look like when this is in place? By when do you want this outcome to occur?

6. Declare challenges
What challenges currently stand in the way? What has or will hold us back from being successful in achieving those goals?

7. Stakeholder groups
Who are the groups of people that should be included in working on a solution around this? Or who needs to be informed or updated about this is we do something?

8. Concerns/Questions
If we do this workshop, do you have any concerns or questions that we should be aware of?

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   SDD template
   Architecture Guidelines

4. Updating assessments

5. Updating assessments

Risk category	Description	Mark
Security	Potential breaches of confidentiality, data loss, and uncontrolled user access. • Low risk: There is low exposure to any of the mentioned items. • Medium risk: The potential risks can be mitigated if an expert is brought on board. • High risk: Citizen development is not the idea solution given the high-security risks.	
Operational IT	Acceptable rules to create, manage, maintain, and use IT. • Low risk: The application can be easily created, managed, maintained, and used according to the organizations IT standards. • Medium risk: The application can comply with operational IT requirements if an expert is involved. • High risk: Some of the conditions can't be met using citizen development.	
IT Architecture	Rules to build, modify', and interface IT resources. • Low risk: The project does not negatively affect other systems or require extensive integration with the wider organizations environment. • Medium risk: Some complex integration can be required; therefore, external help is needed. • High risk: The project requires extensive integration with other systems or affects the wider organizations environment.	
Regulatory	External laws, industry standards, or compliance requirements. • Low risk: There is low exposure to any of the mentioned items. • Medium risk: Citizen development can comply with regulatory' requirements, but needs the involvement of an expert. • High risk: Citizen development is not the idea solution given the high level of regulatory risk.	
Reputational	Potential loss of brand perception, social capital, or market share. • Low risk: There is a low risk to the organization's reputation as the app doesn't use sensitive data or negatively affect third parties, following accepted social guidelines. • Medium risk: There is some reputational risk associated with the app so an expert must be brought in to ensure the risk is mitigated. • High risk: There is high reputational risk due to highly sensitive data being processed and/or the app being a key-way in which an organization interacts with their customer.	
Financial	Potential impact on revenue. • Low risk: The app has little to no impact on the business processes that impact the revenue of products and services or costs of producing them. • Medium risk: There is some impact on the volume and pricing of products and services or the cost of producing them. • High risk: There is a strong impact on the volume and pricing of products and services or the cost of producing them; therefore, a greater level of IT governance is required.	

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4. Updating assessments

5. Updating assessments

Technical Complexity Questions	Mark A	Mark B	Mark C
How many teams/departments will be using the proposed application?	1-3	4-6	7+
How many data streams will be used to generate the data?	0-2	3-5	6+
How many third party integrations (APIs) will be used?	0-2	3-5	6+
WIII data need to be pulled from a database managed by IT?	No	Maybe	Yes
How many types of users (customers, e-commerce, internal) Will be accessing the application?	1-2	3-5	6+
WIII this app be available globally?	No	Maybe	Yes
WII there be anu personally identifiable information included with the app?	No	Maybe	Yes
WIII there be anu confidential business data included within the app?	No	Maybe	Yes
Will this be publicly available on anu app store or website?	No	Maybe	Yes
WIII this app be sold to clients or vendors under the company brand?	No	Maybe	Yes

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SECURITY

1. No one has licenses
   No ports opened
   No policies adjusted to the platform
2. Only specific people has licenses
   Access to isolated environment
3. Roles defined
   Default policies documented
4. Enterprise security adjusted
5. Deployed monitoring and alerting tools

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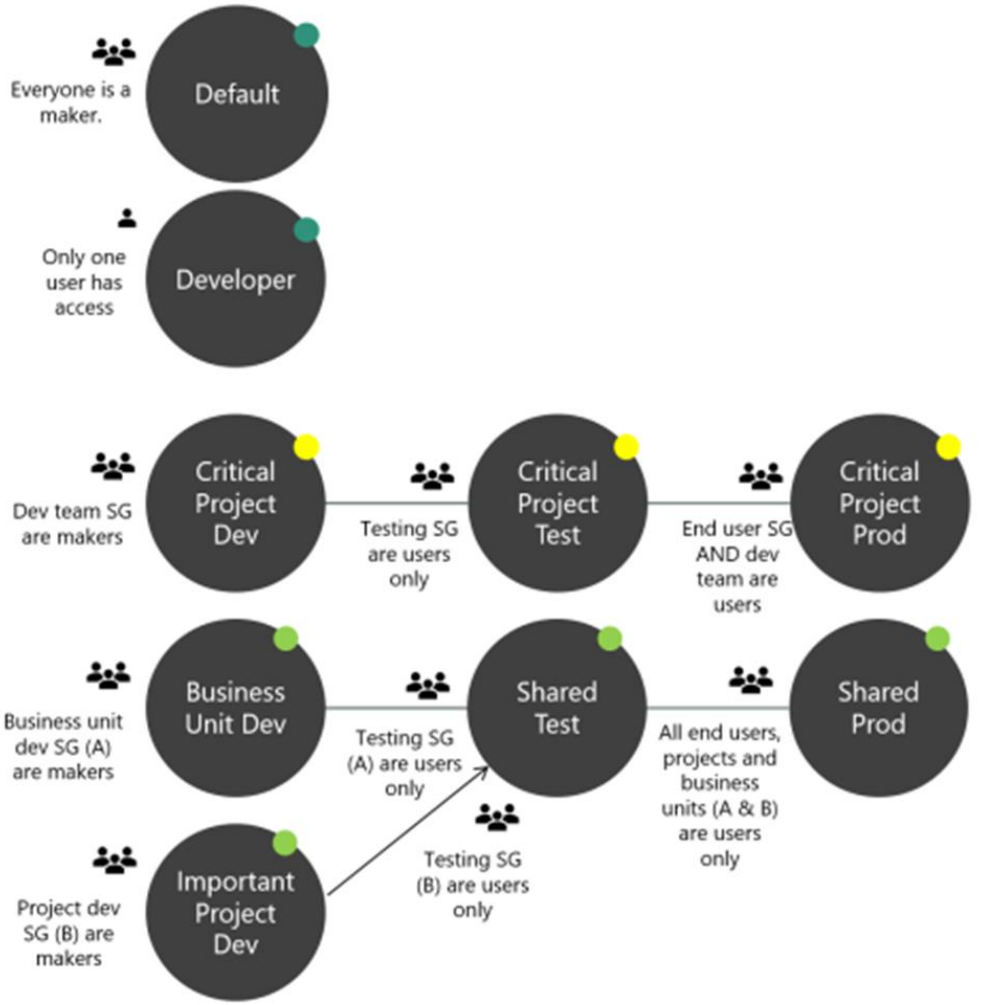

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COMPLIANCE

1. No policies and regulation
2. Deployment and configuration of monitoring tools
3. Solutions compliance document 1.0
4. Solution Approval Process
   Admin tasks to identify non-compliant solutions
5. Alerts on gathered compliance and support information
   Automated Lifecycle management of environments and connectors policies

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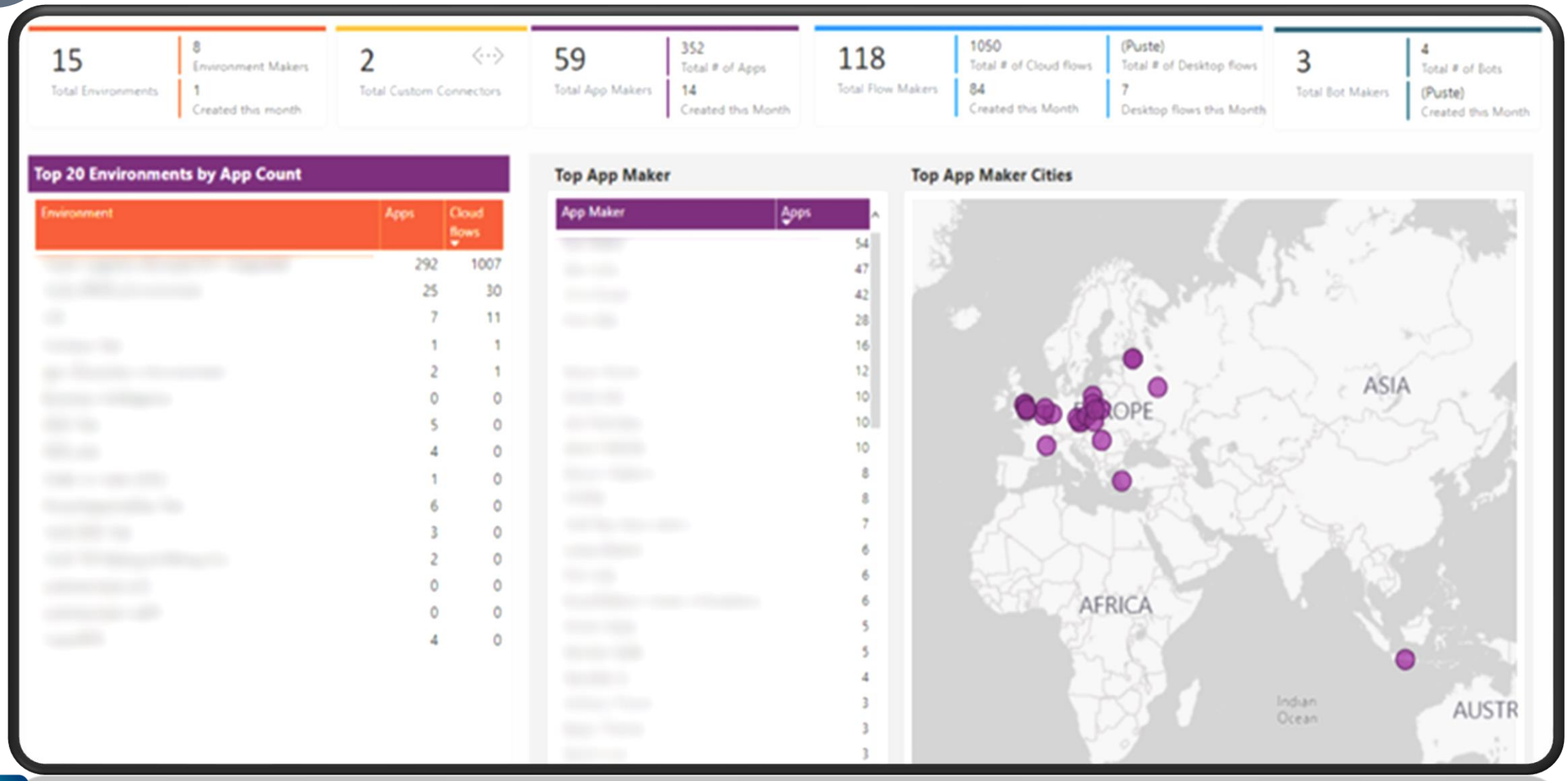
COMPLIANCE



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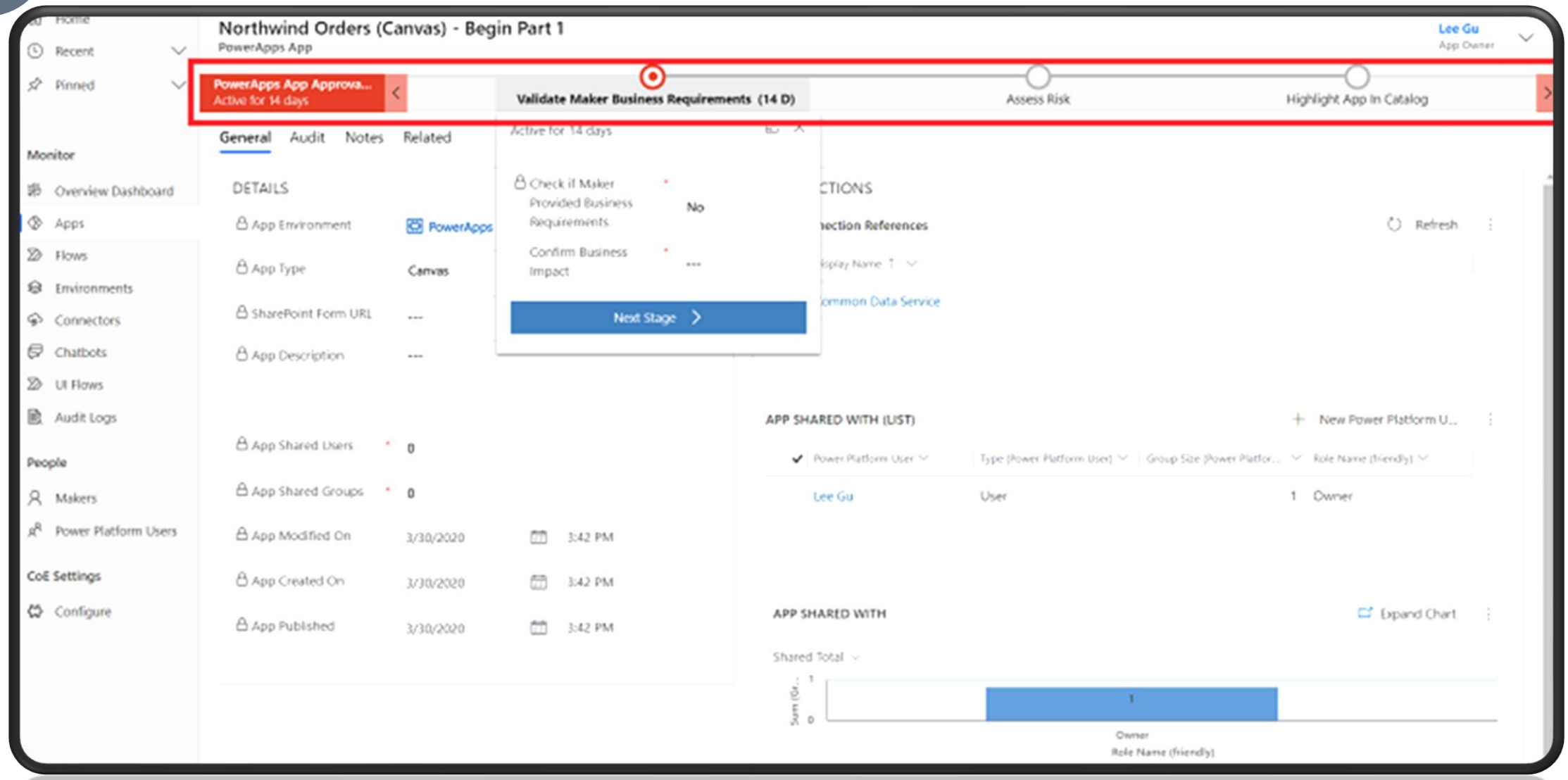
COMPLIANCE



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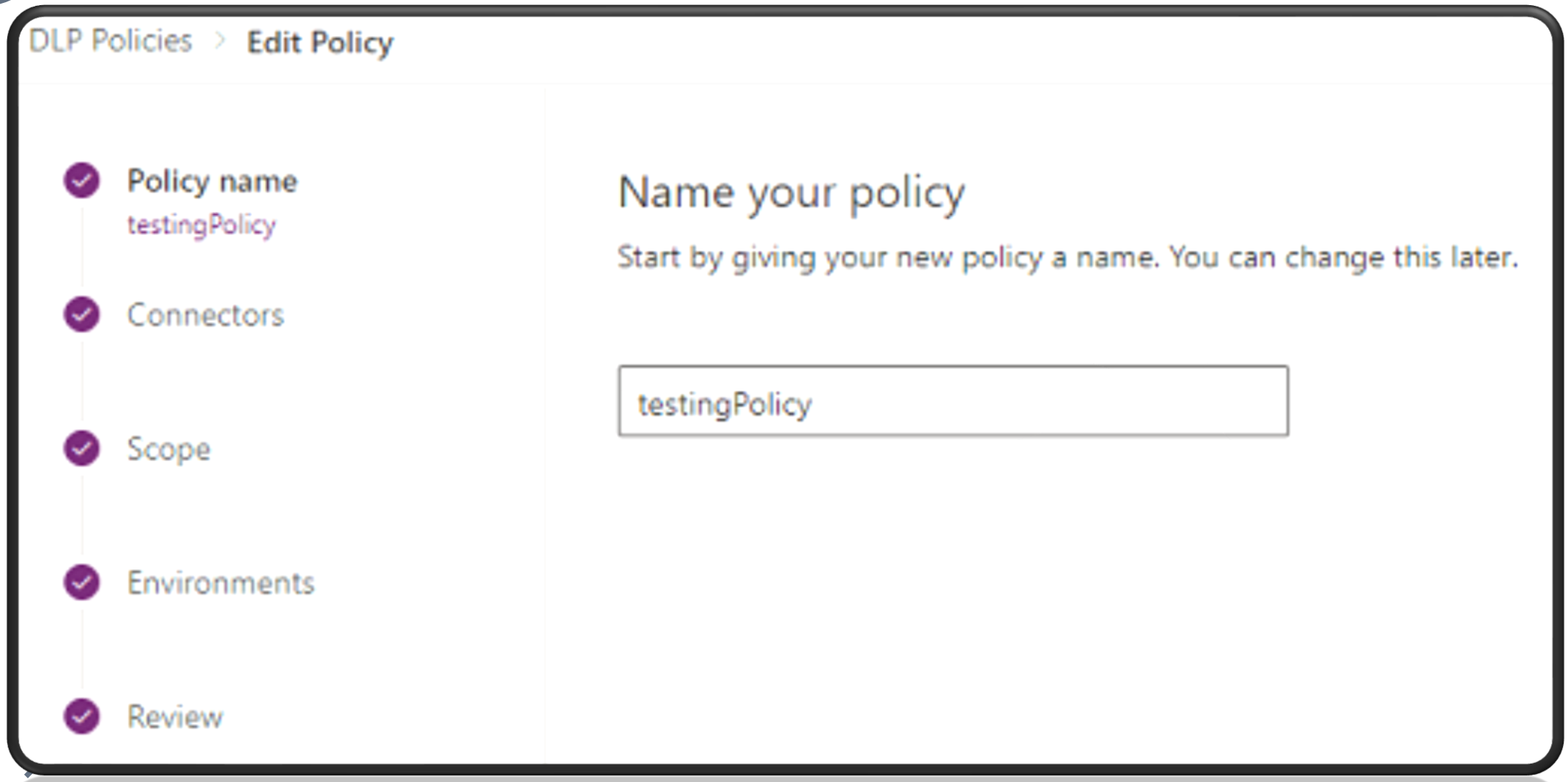
DLP Policies
Edit Policy
Policy name
testingPolicy
Connectors
Scope
Environments
Review
Name your policy
Start by giving your new policy a name. You can change this later.
testingPolicy

AWARENESS & NURTURING

1. None
2. Inspiration webinars
   Hyper Sprints
3. Regular Hyper Sprints
   Maker assessments and training paths
4. Makers become ambassadors and mentors
5. Career path for makers
   Community of mentors
   Community Tools

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SKILLS DEVELOPMENT

1. Internet resources
2. Recommendation list
   Fundemental exams
3. Advanced exams
   Roast sessions
4. Expert Exams
   Show & Tell sessions
5. Internal exam trainings
   Makers Championships / Hackathons

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PROJECTS MANAGEMENT

1. No project or architectural guidance
2. Backlog Management
   Agile Compliance
3. Project Management Tool
4. Architecture Recommendations
   Management Guidelines
5. Strategy Guidelines

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SUPPORT STRATEGY

1. Makers support their own solutions
2. Makers/Internet community support
3. Support strategy involves Helpdesk
4. Dedicated support team
5. Defined risk profile dictates the level of support a solution
   Support bots

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TOOLS & REUSABLE COMPONENTS

1. None
2. Brand Book
3. Components library
4. Solutions library
   Custom connectors
5. Updating libraries and brand book

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ROAD MAPPING & INNOVATION MANAGEMENT

1. None
2. Complaints, Gossips, eNPS
   Hyper Sprints
3. Innovation Backlog
   Bottom-up innovation
   2-months ahead Road Map
4. Organizing Internal Events
   Regular Meetups
   6-months ahead Road Map
5. Automated Process Mining
   Bottom-up and top-down innovation
   12-months ahead Road Map

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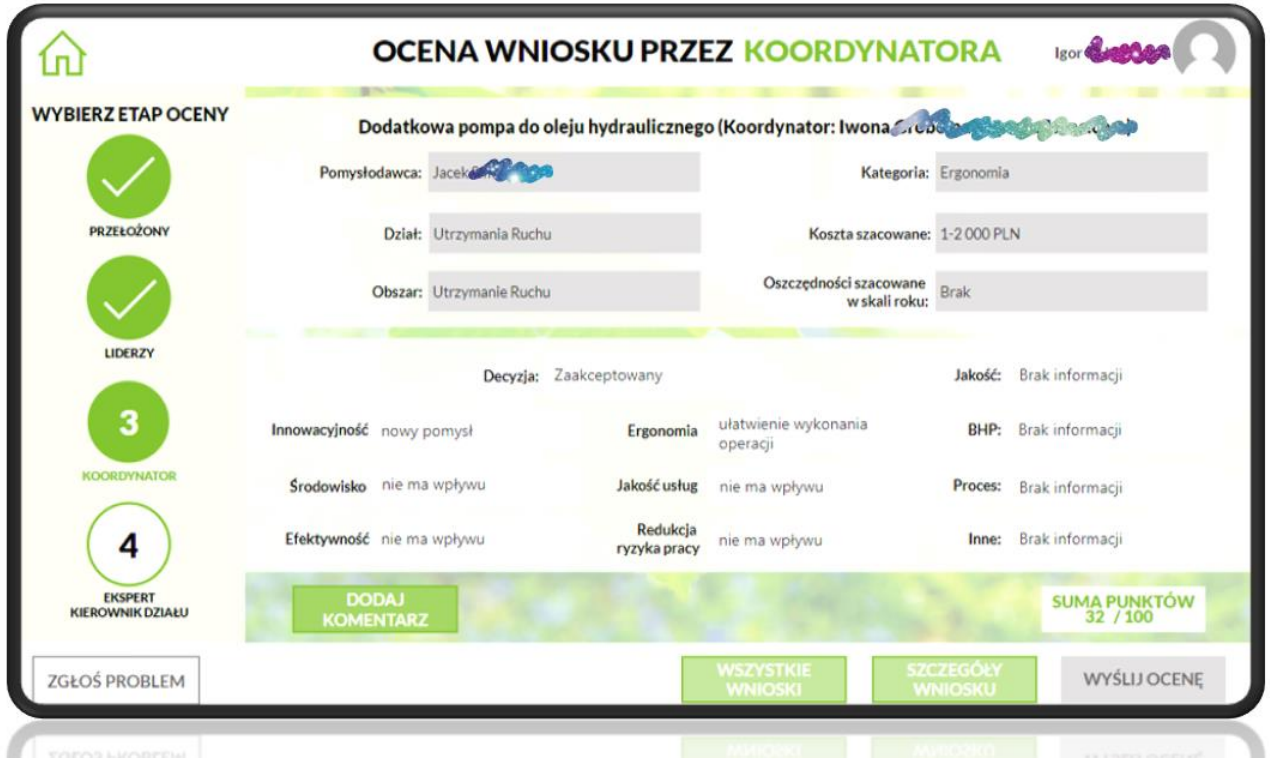

MATURITY & ADOPTION

1. User-scoped adoption
   Undefined strategy
2. Narrow-scoped adoption
   First interaction with business
3. Maturity Assessment & Maturity Plan
   Collaboration with IT
   Educational communication with low-lvl mgmt
4. Educational communication with mid-lvl mgmt
   Established Fusion Team
   Business plans shared across departments
5. Educational communication with high-lvl mgmt
   Enterprise architecture decisions include platform capabilities
   Organization-wide initiatives deliver larger-scale apps

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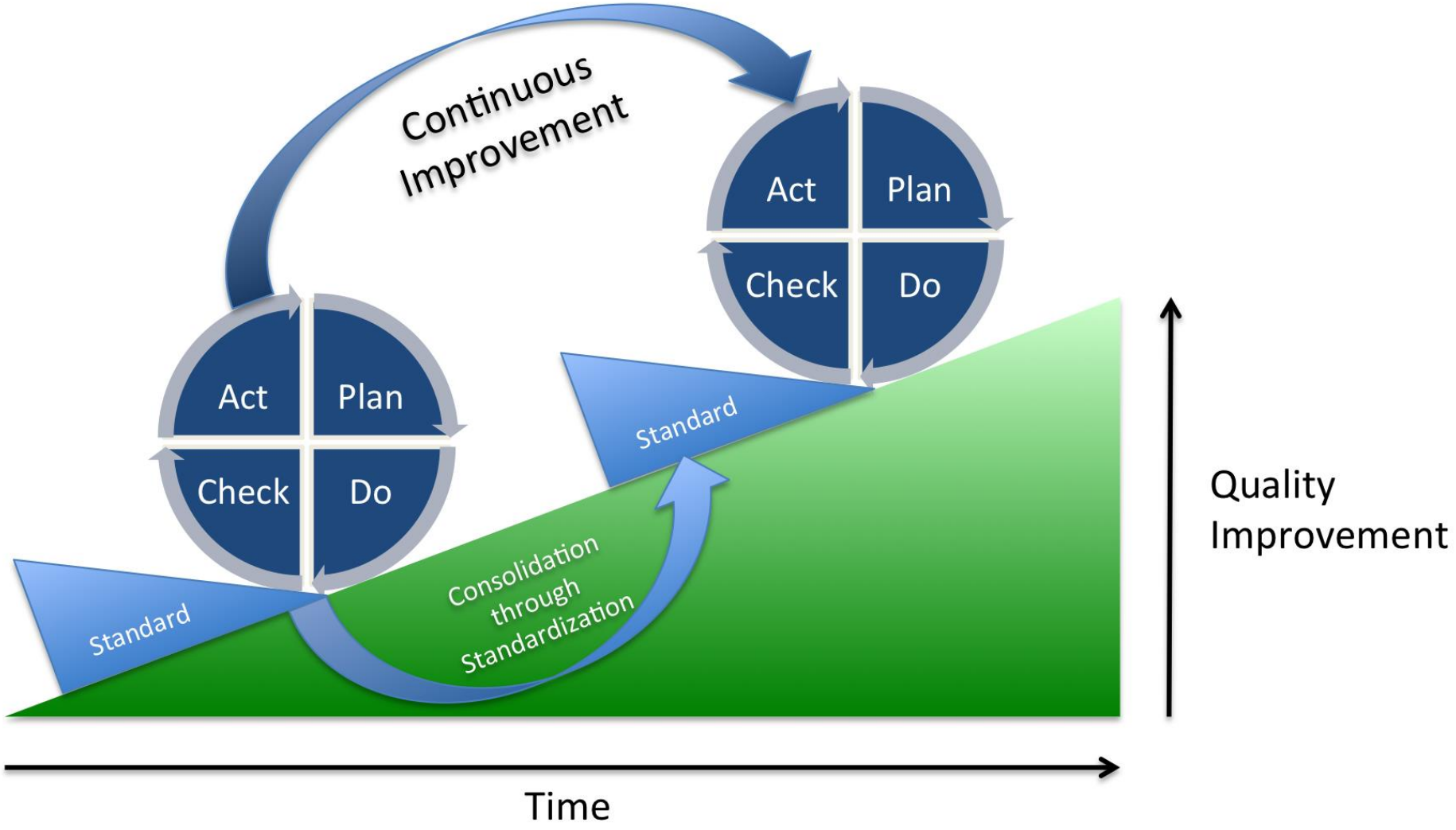

Continuous Improvement
Act
Plan
Check
Do
Act
Plan
Check
Do
Standard
Standard
Consolidation through Standardization
Quality Improvement
Time

Thank you

Mike Guzowski

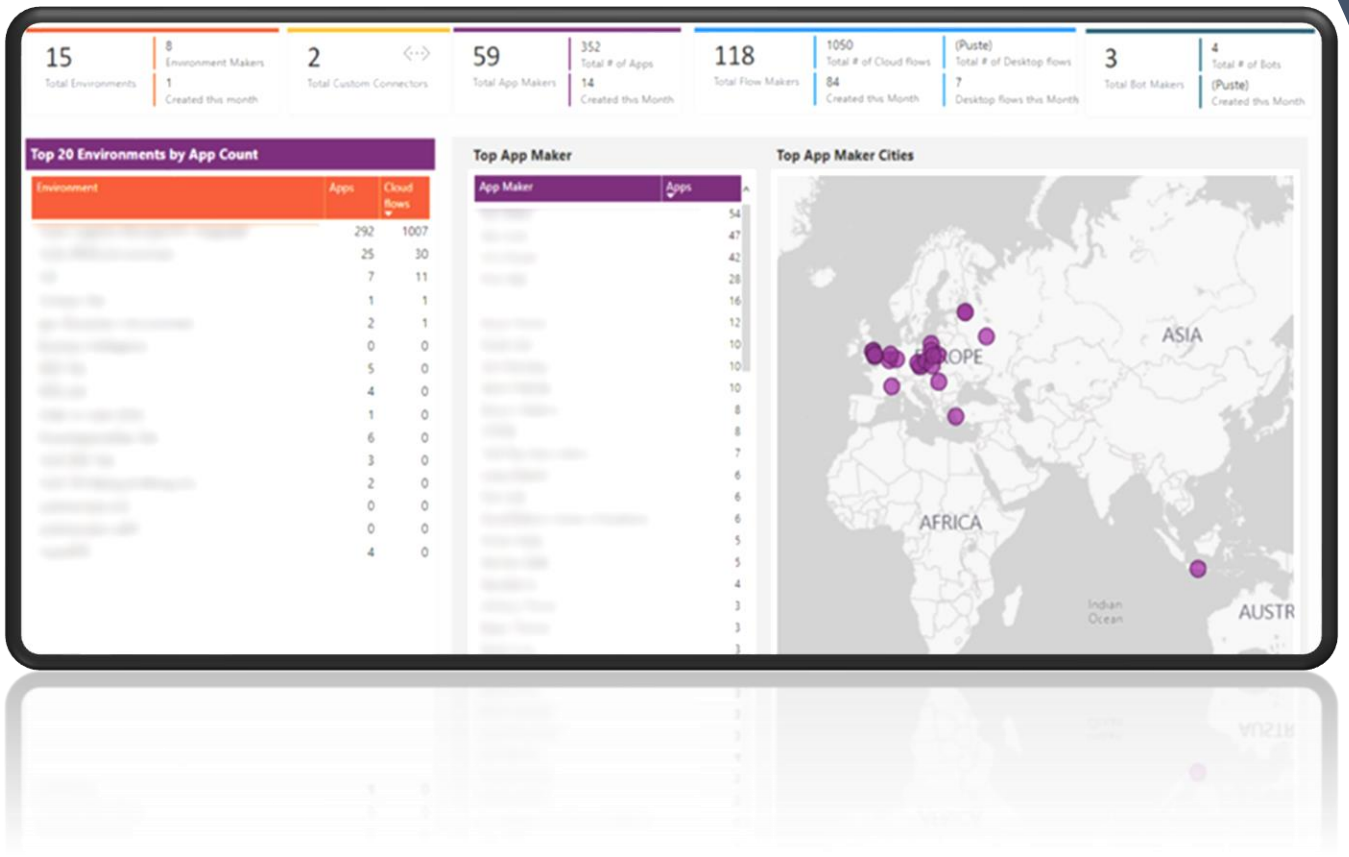
mguzowski@developico.com

www.developico.com

www.linkedin.com/in/mikeguzowski

Monitoring and compliance (how)

- Monitor data usage
- Monitor integrations
- Report on resource usage
- Track user access
- Approval proces
- Set up alerts
- Set up DLPs



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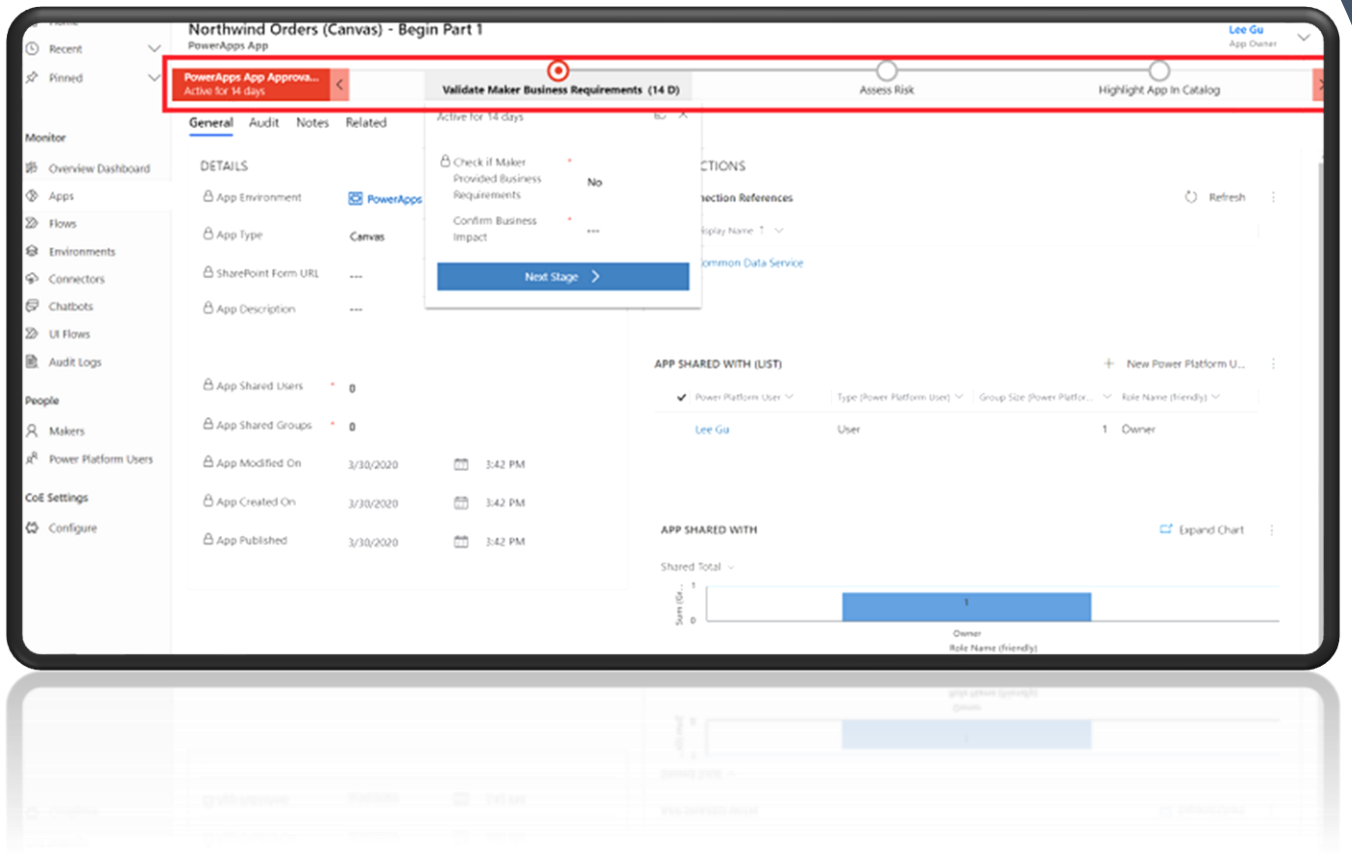

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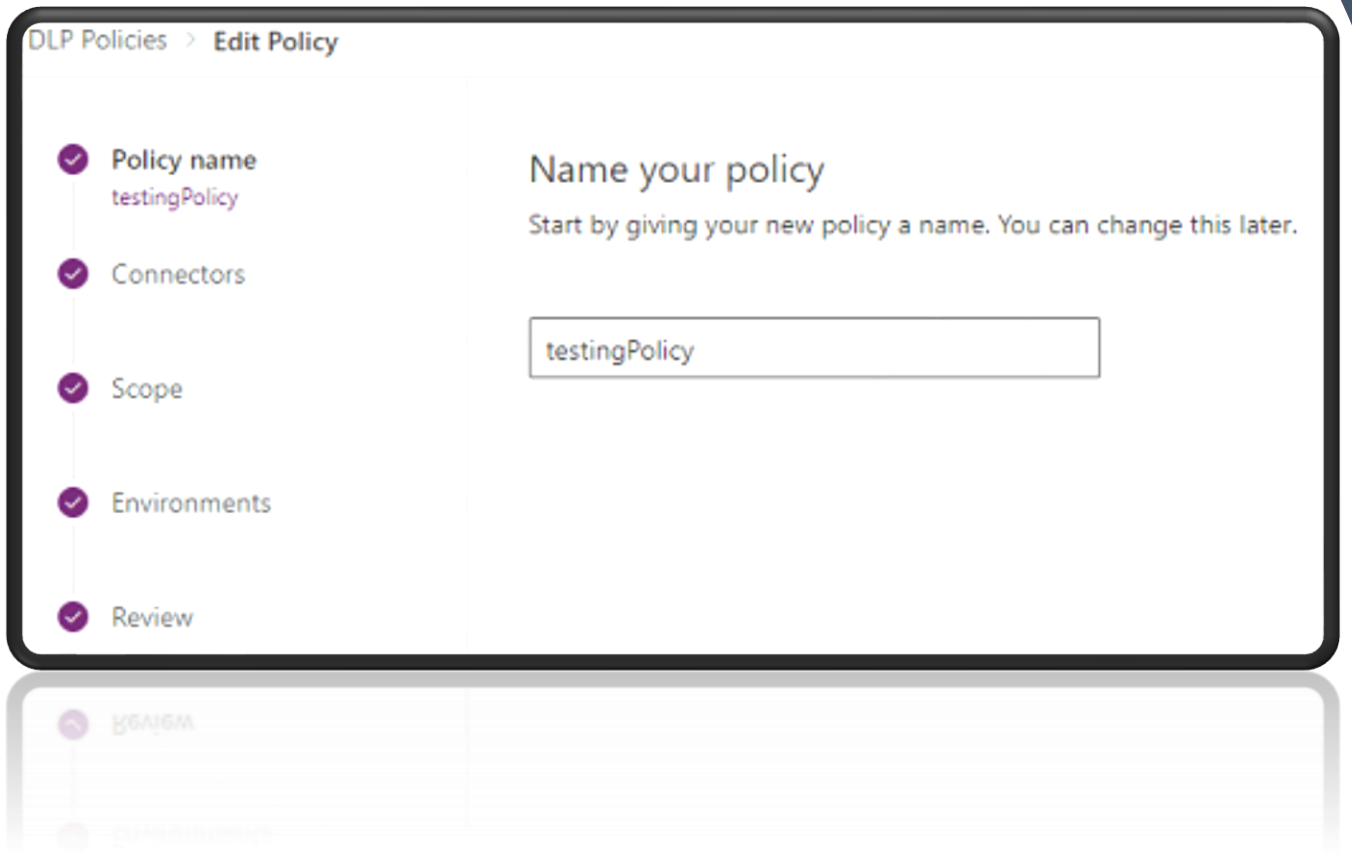
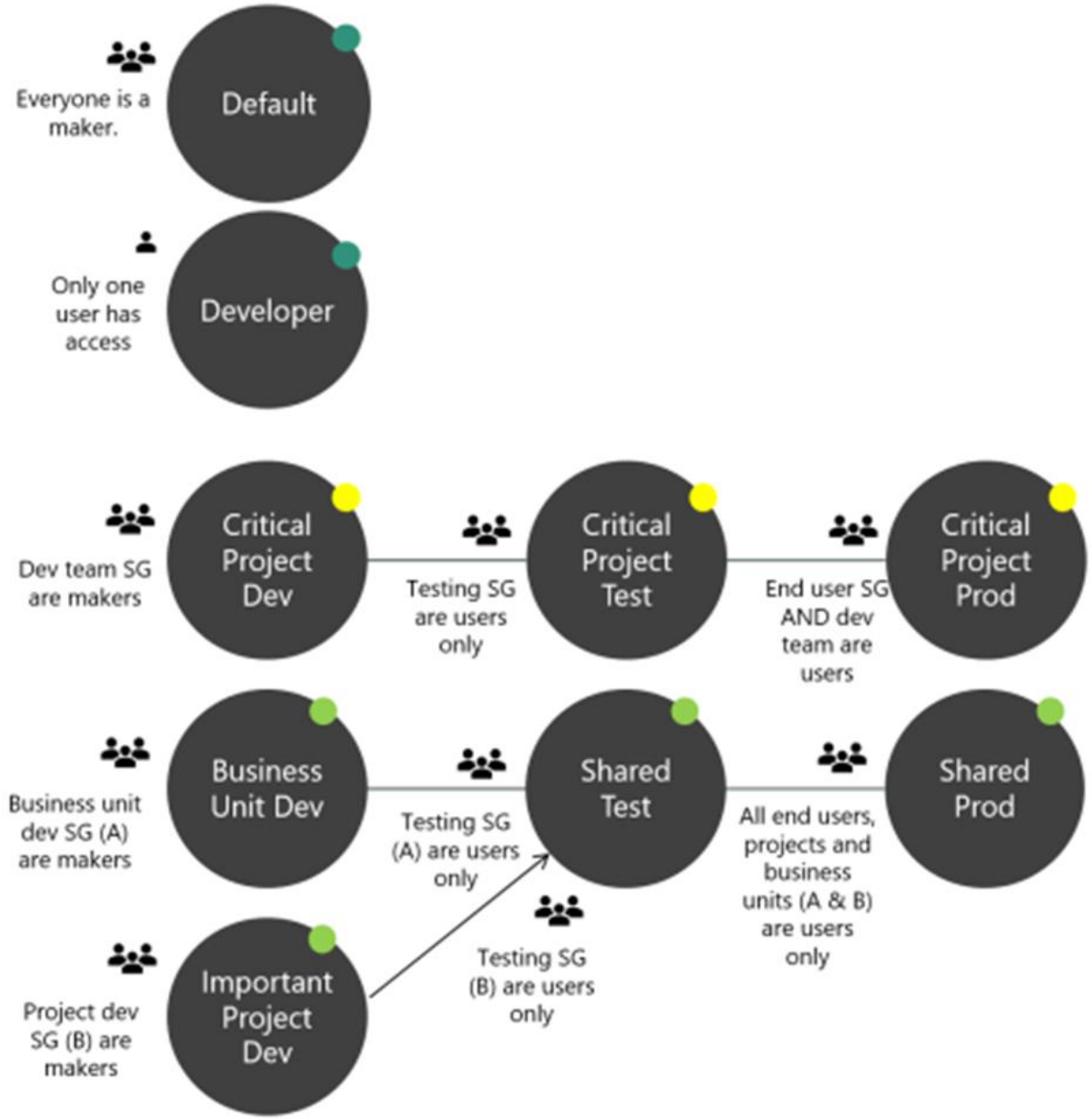


Licensing (how)

- Read licensing documentation
- Assess current license usage and needs
- Develop a cost-effective licensing plan
- Check monitoring to meet desired goals
  - Reduction of unused licenses by 40%
  - Cost savings by optimizing license use by 20%

ALM (how)

- Default environment?
- Agile is fine
- Deployment strategy
  - TEST TEST TEST
- Spot Assessment
- Detailed Assessment



Innovation management (how)

- Complaints, Gossips, eNPS
- Ideathons
- Hackathons
- Process mining
- Hyper sprints

Support strategy (how)

100

Makers support their own apps
No or limited rules on how processes should be supported by IT and business stakeholders

200

Community support
Some degree of commitment and governance measures to manage solution lifecycle stages

300

Support strategy involves Helpdesk
Defined risk profile dictates the level of support a solution will receive (for example, IT supported, IT blessed, maker supported)

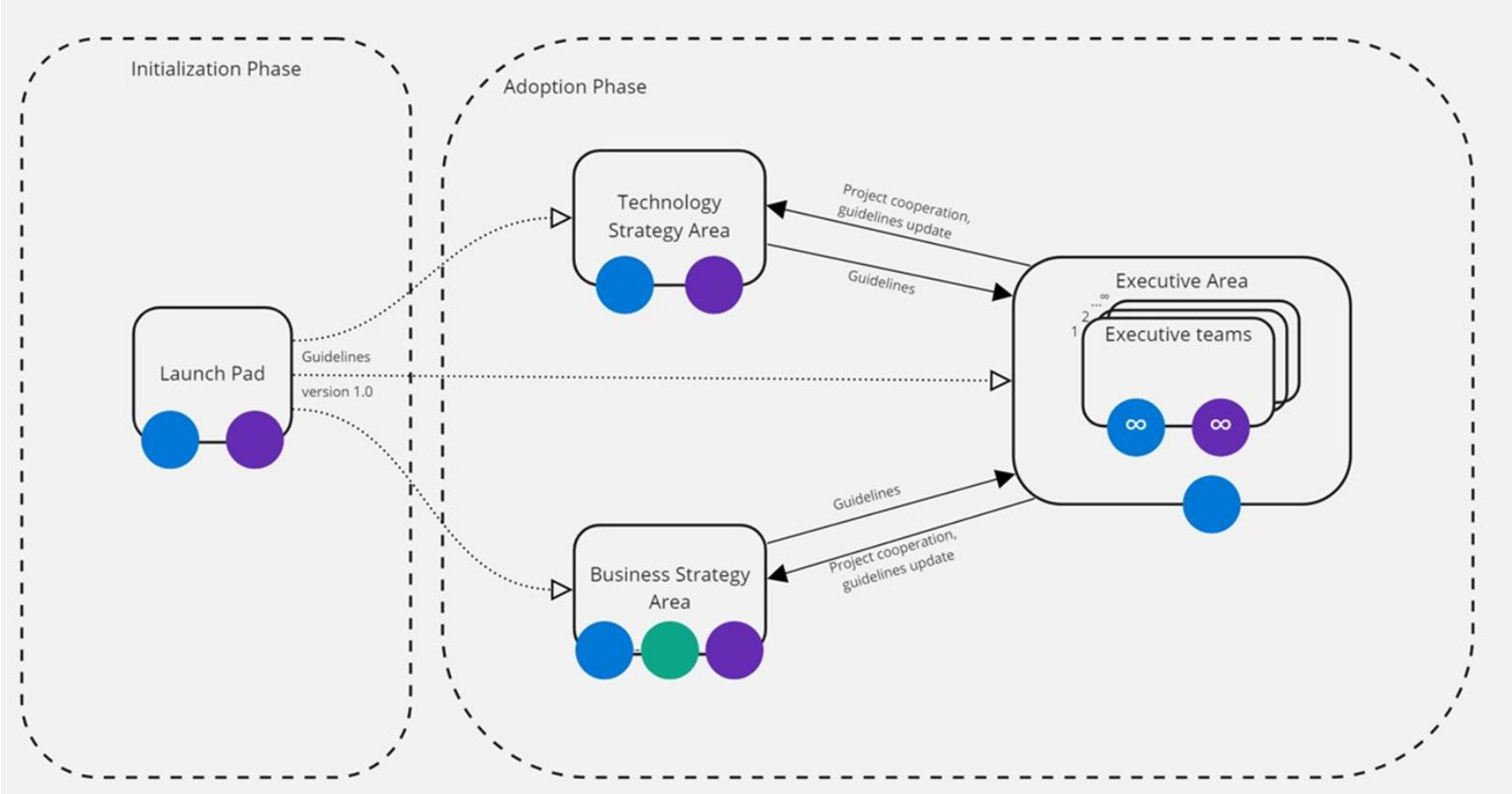
400

Dedicated support team
Continuous improvement plans in line with business strategy
Clearly understood roles and responsibilities

500

Automation of support activities (for example, change ownership, bot for FAQ)
Responsibilities and ownership to build and operate solutions are fully understood

Maturity strategy (how)



https://ecv.microsoft.com/XhKquioKiV

1. Ocena bieżącego wykorzystania licencji i potrzeb
2. Opracowanie opłacalnego planu licencjonowania
3. Wdrożenie monitorowania zgodności i optymalizacji

"W jaki sposób obecnie zarządzasz i optymalizujesz wykorzystanie licencji Power Platform?"

- Oszczędność kosztów dzięki optymalizacji wykorzystania licencji o 20%
- Redukcja niewykorzystanych licencji o 40%

🚙 Scaling

Action list

- Improve governance and monitoring
- Seek for business needs
- Organize funding for your initiatives
- Get recognized
- Identify Citizen Developers
- Facilitate low code learning in Citizen Developers and IT

Tools

- Power Platform Center of Excellence Kit
- DevOps pipelines
- Microsoft PL–X00 Exams
- Areas recognition
- Teaching skills
- Pitching skills
- Risks management strategy
- Change management strategy

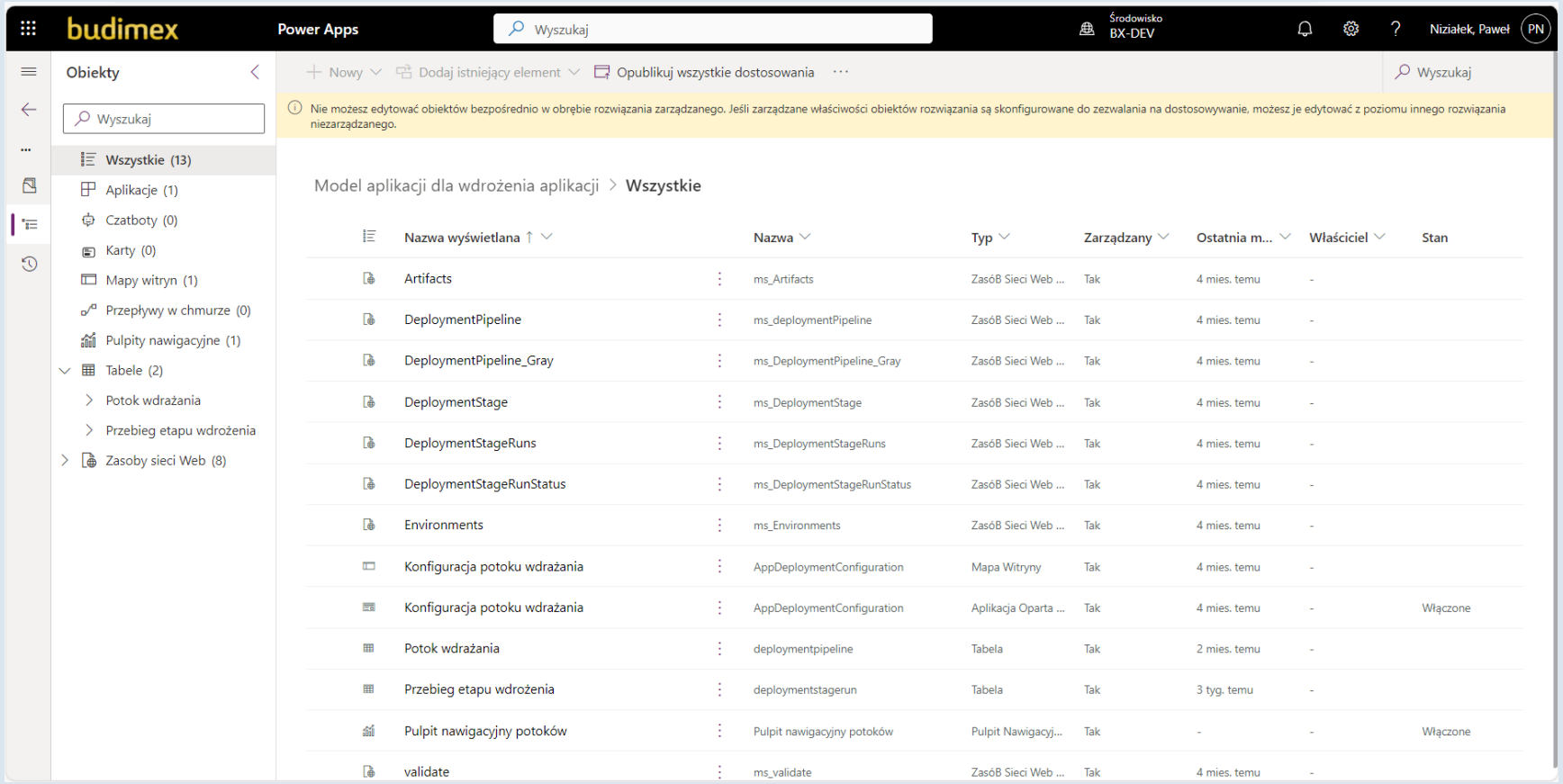
Questions

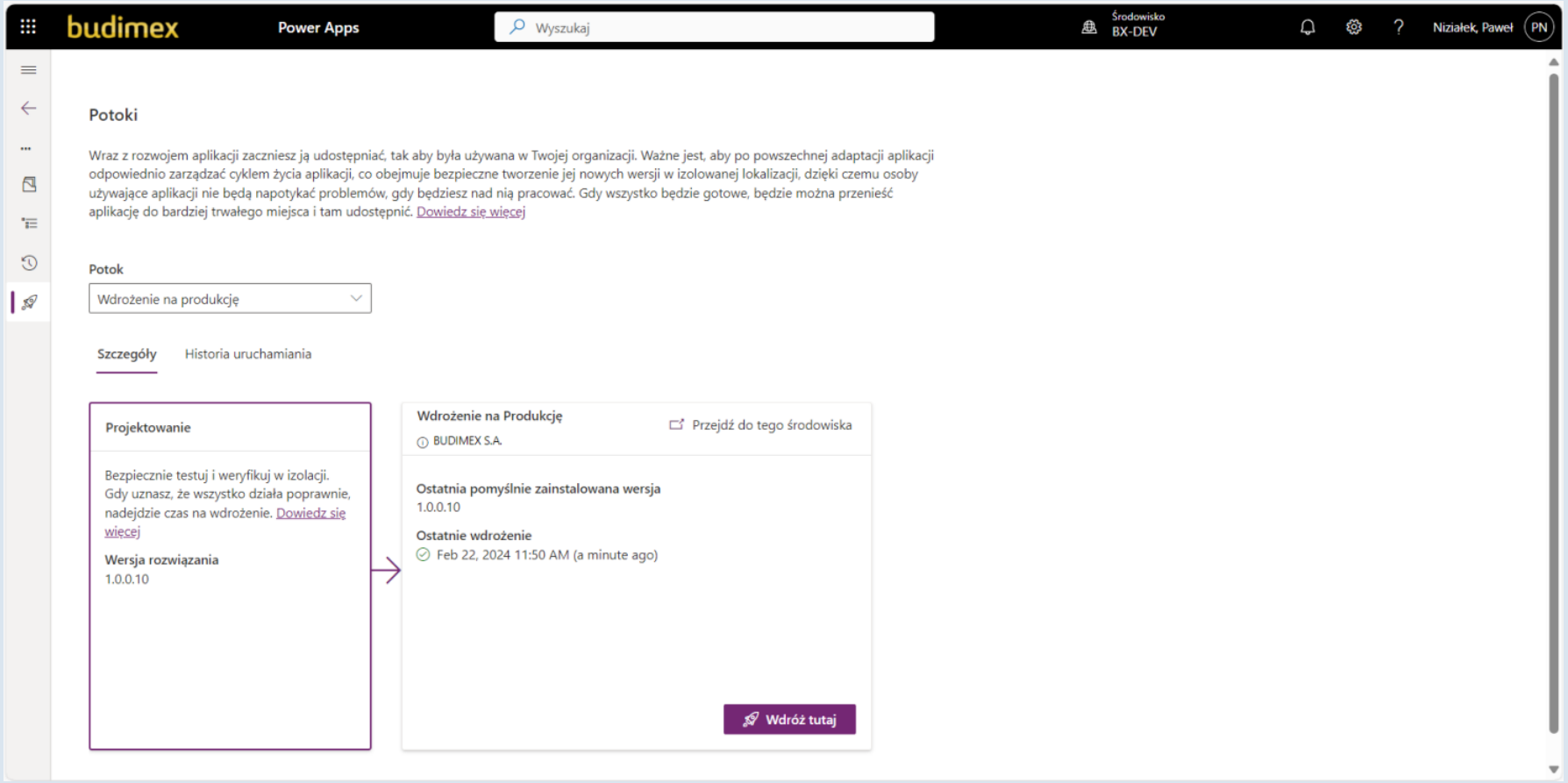
- How do we asses whether projects should be delivered using No Code, Low Code or Pro Code?
- How do we want to organize our Low Code environments?
- What is the best Citizen Developer Profile?
- How do we measure our initiatives
- What are the potential risks of scaling CD, and how are we mitigating them?
- What is the long-term vision for Citizen Development in the organization?

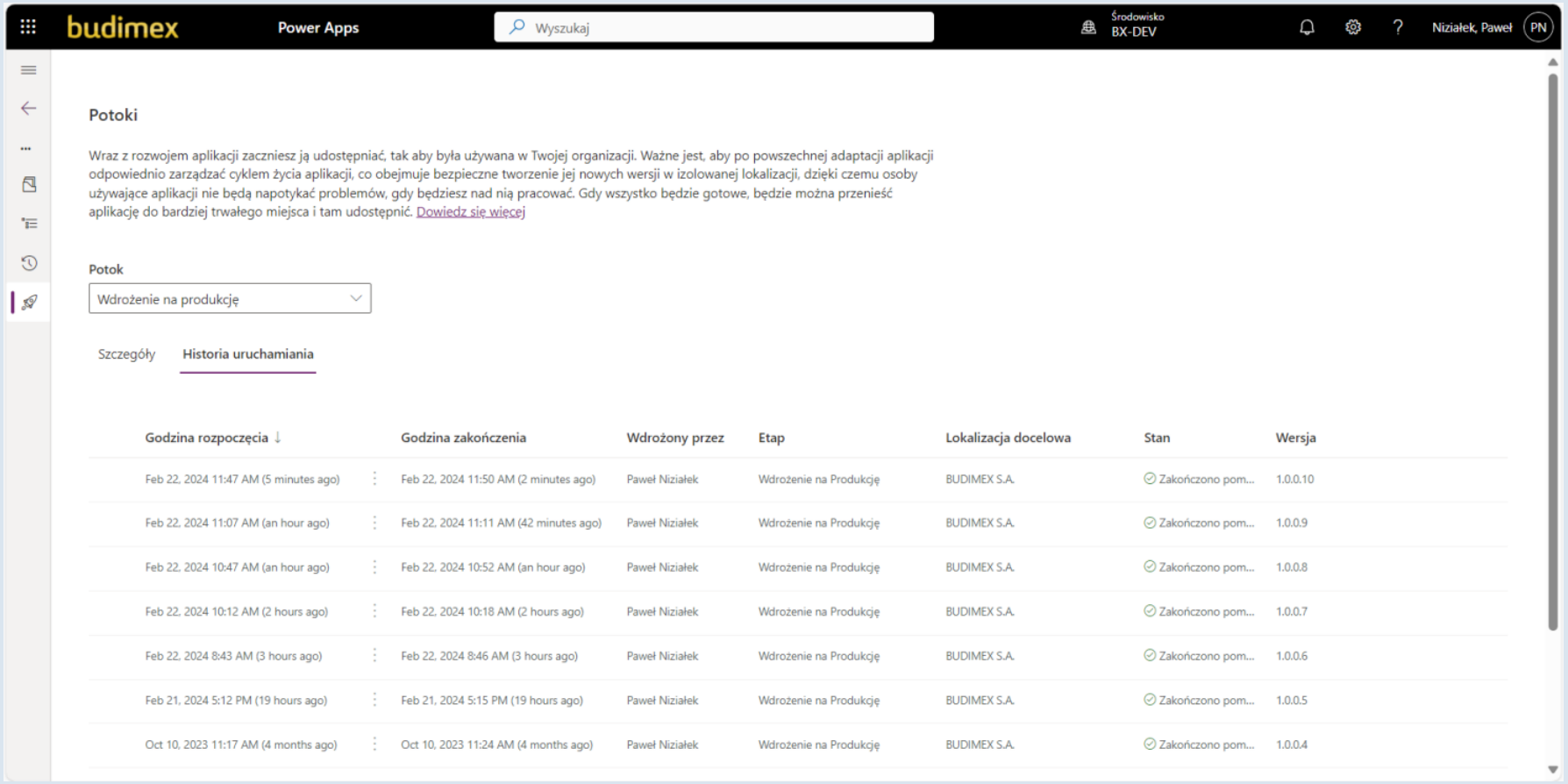
1. Określenie kluczowych ról i obowiązków
2. Określenie licencji i dostępów potrzebnych każde z ról
3. Regularny przegląd i dostosowywanie struktury zespołu

„Jakie role biorą domyślnie udział przy projektach Power Platform?"

- Oszczędność kosztów dzięki optymalizacji wykorzystania licencji o 20%
- Redukcja niewykorzystanych licencji o 40%


budimex
Power Apps
Wyszukaj
Środowisko
BX-DEV
Niziałek, Paweł
PN
Obiekty
Wyszukaj
Wszystkie (13)
Aplikacje (1)
Czatboty (0)
Karty (0)
Mapy witryn (1)
Przepływy w chmurze (0)
Pulpity nawigacyjne (1)
Tabele (2)
Potok wdrażania
Przebieg etapu wdrożenia
Zasoby sieci Web (8)
Nowy
Dodaj istniejący element
Opublikuj wszystkie dostosowania
Wyszukaj
Nie możesz edytować obiektów bezpośrednio w obrębie rozwiązania zarządzanego. Jeśli zarządzane właściwości obiektów rozwiązania są skonfigurowane do zezwalania na dostosowywanie, możesz je edytować z poziomu innego rozwiązania niezarządzanego.
Model aplikacji dla wdrożenia aplikacji > Wszystkie
Nazwa wyświetlana
Nazwa
Typ
Zarządzany
Ostatnia m...
Właściciel
Stan
Artifacts ms_Artifacts ZasóB Sieci Web ... Tak 4 mies. temu -
DeploymentPipeline ms_deploymentPipeline ZasóB Sieci Web ... Tak 4 mies. temu -
DeploymentPipeline_Gray ms_DeploymentPipeline_Gray ZasóB Sieci Web ... Tak 4 mies. temu -
DeploymentStage ms_DeploymentStage ZasóB Sieci Web ... Tak 4 mies. temu -
DeploymentStageRuns ms_DeploymentStageRuns ZasóB Sieci Web ... Tak 4 mies. temu -
DeploymentStageRunStatus ms_DeploymentStageRunStatus ZasóB Sieci Web ... Tak 4 mies. temu -
Environments ms_Environments ZasóB Sieci Web ... Tak 4 mies. temu -
Konfiguracja potoku wdrażania AppDeploymentConfiguration Mapa Witryny Tak 4 mies. temu -
Konfiguracja potoku wdrażania AppDeploymentConfiguration Aplikacja Oparta ... Tak 4 mies. temu - Włączone
Potok wdrażania deploymentpipeline Tabela Tak 2 mies. temu -
Przebieg etapu wdrożenia deploymentstagerun Tabela Tak 3 tyg. temu -
Pulpit nawigacyjny potoków Pulpit nawigacyjny potoków Pulpit Nawigacyj... Tak - - Włączone
validate ms_validate ZasóB Sieci Web ... Tak 4 mies. temu -


budimex
Power Apps
Wyszukaj
Środowisko
BX-DEV
Niziałek, Paweł
PN
Potoki
Wraz z rozwojem aplikacji zaczniesz ją udostępniać, tak aby była używana w Twojej organizacji. Ważne jest, aby po powszechnej adaptacji aplikacji odpowiednio zarządzać cyklem życia aplikacji, co obejmuje bezpieczne tworzenie jej nowych wersji w izolowanej lokalizacji, dzięki czemu osoby używające aplikacji nie będą napotykać problemów, gdy będziesz nad nią pracować. Gdy wszystko będzie gotowe, będzie można przenieść aplikację do bardziej trwałego miejsca i tam udostępnić. Dowiedz się więcej
Potok
Wdrożenie na produkcję
Szczegóły
Historia uruchamiania
Projektowanie
Bezpiecznie testuj i weryfikuj w izolacji. Gdy uznasz, że wszystko działa poprawnie, nadejdzie czas na wdrożenie. Dowiedz się więcej
Wersja rozwiązania
1.0.0.10
Wdrożenie na Produkcję
BUDIMEX S.A.
Przejdź do tego środowiska
Ostatnia pomyślnie zainstalowana wersja
1.0.0.10
Ostatnie wdrożenie
Feb 22, 2024 11:50 AM (a minute ago)
Wdróż tutaj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Wdrożenie na produkcję
Szczegóły
Historia uruchamiania
Godzina rozpoczęcia
Godzina zakończenia
Wdrożony przez
Etap
Lokalizacja docelowa
Stan
Wersja
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Feb 22, 2024 11:50 AM (2 minutes ago)
Paweł Niziałek
Wdrożenie na Produkcję
BUDIMEX S.A.
Zakończono pom...
1.0.0.10
Feb 22, 2024 11:07 AM (an hour ago)
Feb 22, 2024 11:11 AM (42 minutes ago)
Paweł Niziałek
Wdrożenie na Produkcję
BUDIMEX S.A.
Zakończono pom...
1.0.0.9
Feb 22, 2024 10:47 AM (an hour ago)
Feb 22, 2024 10:52 AM (an hour ago)
Paweł Niziałek
Wdrożenie na Produkcję
BUDIMEX S.A.
Zakończono pom...
1.0.0.8
Feb 22, 2024 10:12 AM (2 hours ago)
Feb 22, 2024 10:18 AM (2 hours ago)
Paweł Niziałek
Wdrożenie na Produkcję
BUDIMEX S.A.
Zakończono pom...
1.0.0.7
Feb 22, 2024 8:43 AM (3 hours ago)
Feb 22, 2024 8:46 AM (3 hours ago)
Paweł Niziałek
Wdrożenie na Produkcję
BUDIMEX S.A.
Zakończono pom...
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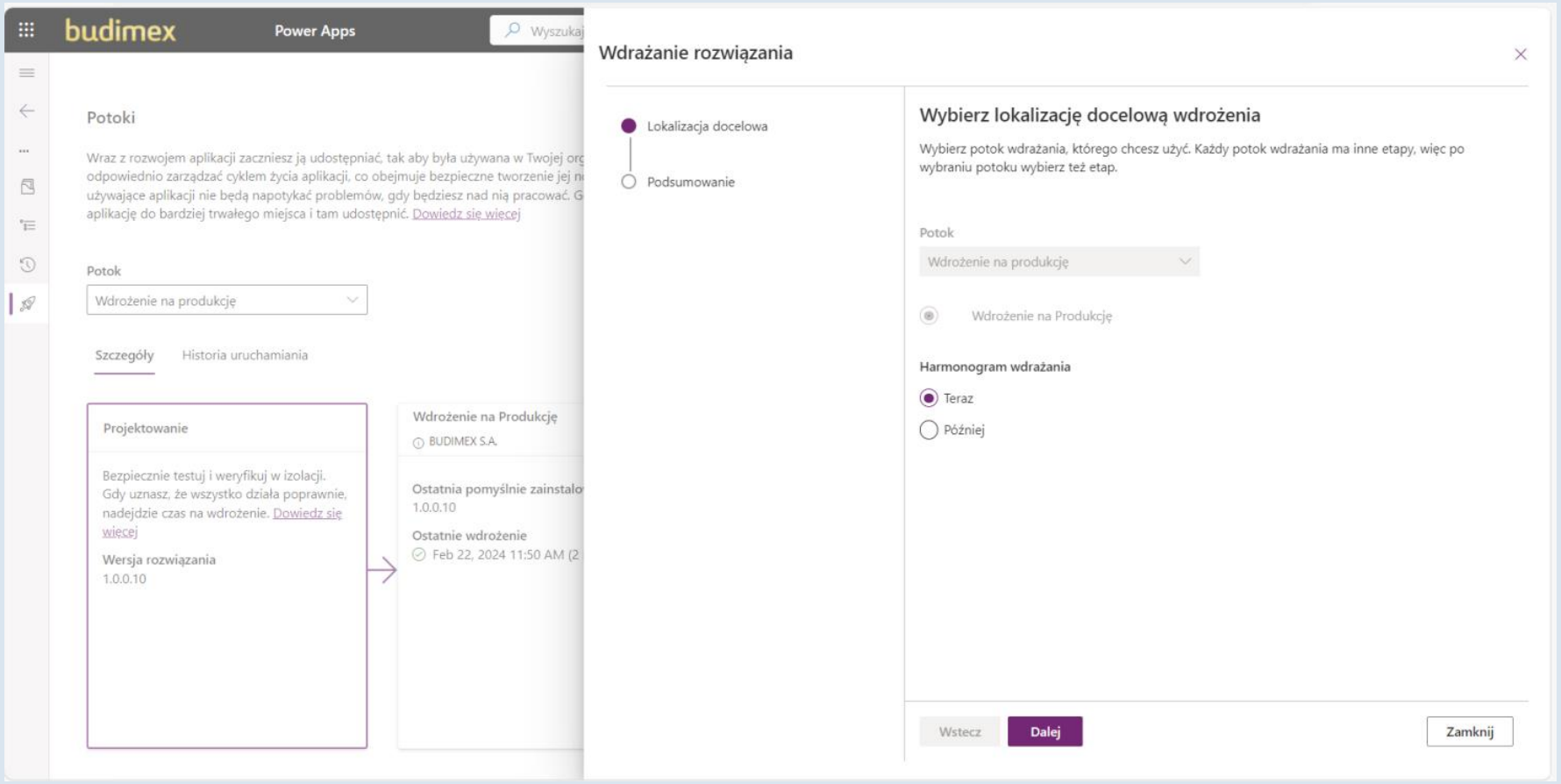
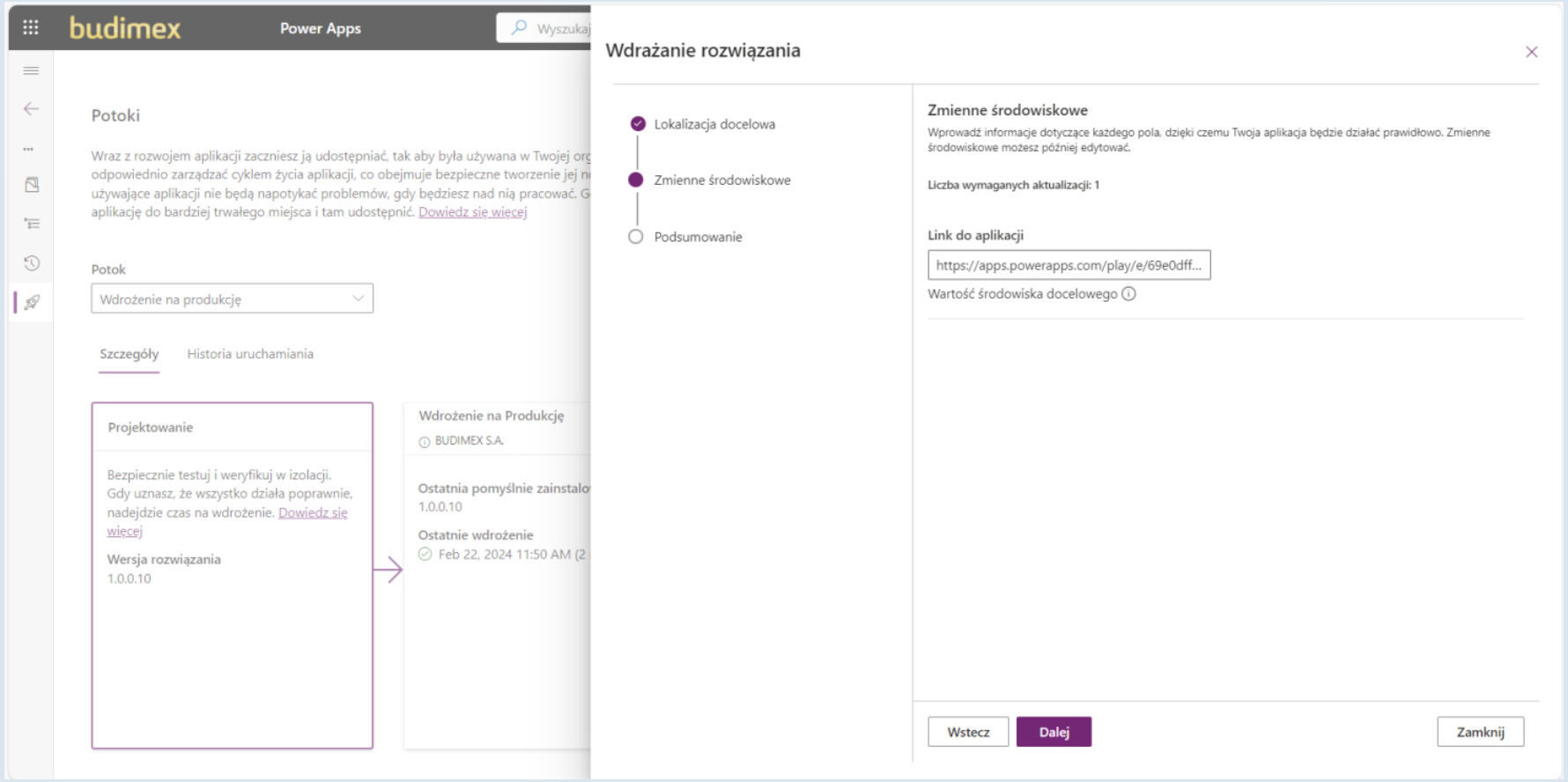
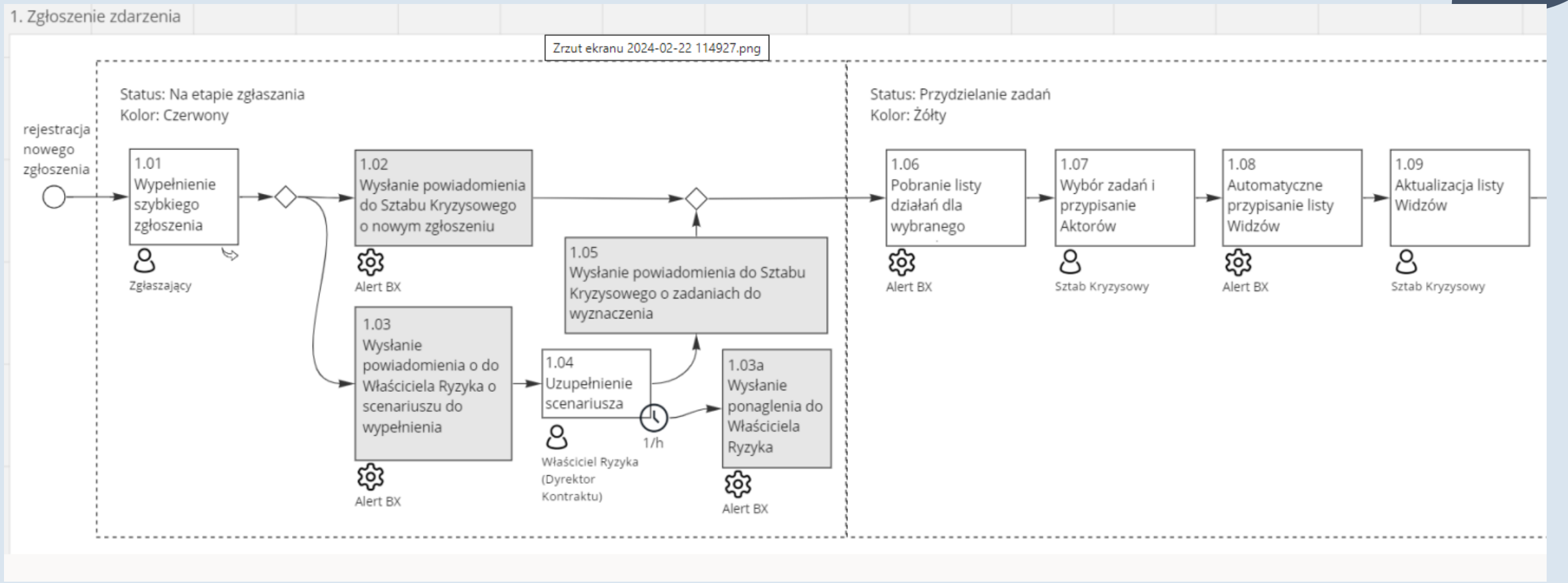
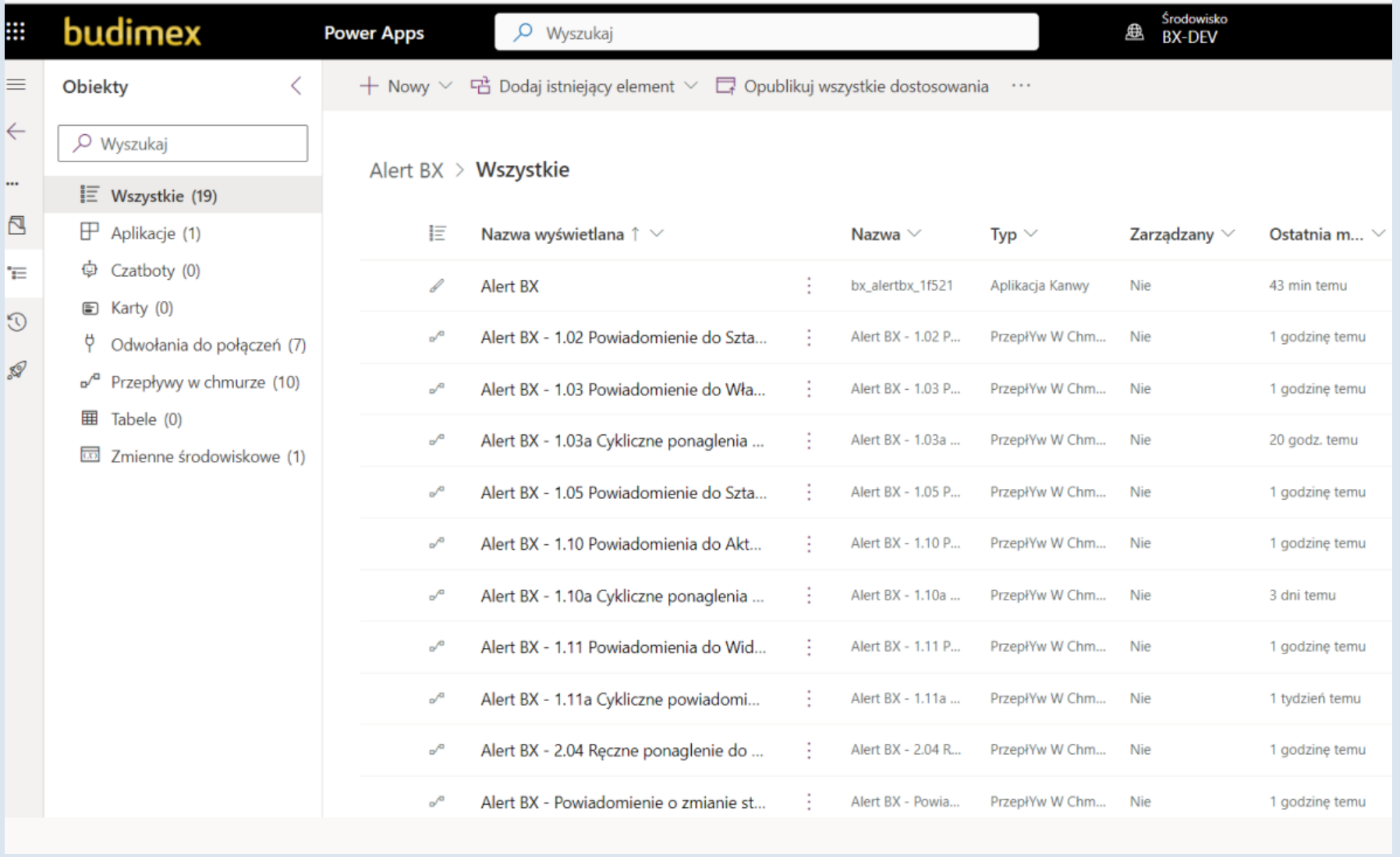
Feb 21, 2024 5:12 PM (19 hours ago)
Feb 21, 2024 5:15 PM (19 hours ago)
Paweł Niziałek
Wdrożenie na Produkcję
BUDIMEX S.A.
Zakończono pom...
1.0.0.5
Oct 10, 2023 11:17 AM (4 months ago)
Oct 10, 2023 11:24 AM (4 months ago)
Paweł Niziałek
Wdrożenie na Produkcję
BUDIMEX S.A.
Zakończono pom...
1.0.0.4


budimex
Power Apps
Wyszukaj
Potoki
Wraz z rozwojem aplikacji zaczniesz ją udostępniać, tak aby była używana w Twojej orc
odpowiednio zarządzać cyklem życia aplikacji, co obejmuje bezpieczne tworzenie jej n
używające aplikacji nie będą napotykać problemów, gdy będziesz nad nią pracować. G
aplikację do bardziej trwałego miejsca i tam udostępnić. Dowiedz się więcej
Potok
Wdrożenie na produkcję
Szczegóły
Historia uruchamiania
Projektowanie
Bezpiecznie testuj i weryfikuj w izolacji. Gdy uznasz, że wszystko działa poprawnie, nadejdzie czas na wdrożenie. Dowiedz się więcej
Wersja rozwiązania
1.0.0.10
Wdrożenie na Produkcję
BUDIMEX S.A.
Ostatnia pomyślnie zainstalo
1.0.0.10
Ostatnie wdrożenie
Feb 22, 2024 11:50 AM (2
Wdrażanie rozwiązania
Lokalizacja docelowa
Podsumowanie
Wybierz lokalizację docelową wdrożenia
Wybierz potok wdrażania, którego chcesz użyć. Każdy potok wdrażania ma inne etapy, więc po wybraniu potoku wybierz też etap.
Potok
Wdrożenie na produkcję
Wdrożenie na Produkcję
Harmonogram wdrażania
Teraz
Później
Wstecz
Dalej
Zamknij


budimex
Power Apps
Wyszukaj
Potoki
Wraz z rozwojem aplikacji zaczniesz ją udostępniać, tak aby była używana w Twojej org
odpowiednio zarządzać cyklem życia aplikacji, co obejmuje bezpieczne tworzenie jej n
używające aplikacji nie będą napotykać problemów, gdy będziesz nad nią pracować. G
aplikację do bardziej trwałego miejsca i tam udostępnić. Dowiedz się więcej
Potok
Wdrożenie na produkcję
Szczegóły
Historia uruchamiania
Projektowanie
Bezpiecznie testuj i weryfikuj w izolacji. Gdy uznasz, że wszystko działa poprawnie, nadejdzie czas na wdrożenie. Dowiedz się więcej
Wersja rozwiązania
1.0.0.10
Wdrożenie na Produkcję
BUDIMEX S.A.
Ostatnia pomyślnie zainstalo
1.0.0.10
Ostatnie wdrożenie
Feb 22, 2024 11:50 AM (2
Wdrażanie rozwiązania
Lokalizacja docelowa
Zmienne środowiskowe
Podsumowanie
Zmienne środowiskowe
Wprowadź informacje dotyczące każdego pola, dzięki czemu Twoja aplikacja będzie działać prawidłowo. Zmienne środowiskowe możesz później edytować.
Liczba wymaganych aktualizacji: 1
Link do aplikacji
https://apps.powerapps.com/play/e/69e0dff...
Wartość środowiska docelowego
Wstecz
Dalej
Zamknij


1. Zgłoszenie zdarzenia
Zrzut ekranu 2024-02-22 114927.png
Status: Na etapie zgłaszania
Kolor: Czerwony
Status: Przydzielanie zadań
Kolor: Żółty
rejestracja nowego zgłoszenia
1.01 Wypełnienie szybkiego zgłoszenia
Zgłaszający
1.02 Wysłanie powiadomienia do Sztabu Kryzysowego o nowym zgłoszeniu
Alert BX
1.03 Wysłanie powiadomienia o do Właściciela Ryzyka o scenariuszu do wypełnienia
Alert BX
1.04 Uzupełnienie scenariusza
1/h
Właściciel Ryzyka (Dyrektor Kontraktu)
1.05 Wysłanie powiadomienia do Sztabu Kryzysowego o zadaniach do wyznaczenia
1.03a Wysłanie ponaglenia do Właściciela Ryzyka
Alert BX
1.06 Pobranie listy działań dla wybranego
Alert BX
1.07 Wybór zadań i przypisanie Aktorów
Sztab Kryzysowy
1.08 Automatyczne przypisanie listy Widzów
Alert BX
1.09 Aktualizacja listy Widzów
Sztab Kryzysowy


budimex
Power Apps
Wyszukaj
Środowisko
BX-DEV
Obiekty
Wyszukaj
Wszystkie (19)
Aplikacje (1)
Czatboty (0)
Karty (0)
Odwołania do połączeń (7)
Przepływy w chmurze (10)
Tabele (0)
Zmienne środowiskowe (1)
Nowy
Dodaj istniejący element
Opublikuj wszystkie dostosowania
Alert BX > Wszystkie
Nazwa wyświetlana
Nazwa
Typ
Zarządzany
Ostatnia m...
Alert BX | bx_alertbx_1f521 | Aplikacja Kanwy | Nie | 43 min temu
Alert BX - 1.02 Powiadomienie do Szta... | Alert BX - 1.02 P... | PrzepłYw W Chm... | Nie | 1 godzinę temu
Alert BX - 1.03 Powiadomienie do Wła... | Alert BX - 1.03 P... | PrzepłYw W Chm... | Nie | 1 godzinę temu
Alert BX - 1.03a Cykliczne ponaglenia ... | Alert BX - 1.03a ... | PrzepłYw W Chm... | Nie | 20 godz. temu
Alert BX - 1.05 Powiadomienie do Szta... | Alert BX - 1.05 P... | PrzepłYw W Chm... | Nie | 1 godzinę temu
Alert BX - 1.10 Powiadomienia do Akt... | Alert BX - 1.10 P... | PrzepłYw W Chm... | Nie | 1 godzinę temu
Alert BX - 1.10a Cykliczne ponaglenia ... | Alert BX - 1.10a ... | PrzepłYw W Chm... | Nie | 3 dni temu
Alert BX - 1.11 Powiadomienia do Wid... | Alert BX - 1.11 P... | PrzepłYw W Chm... | Nie | 1 godzinę temu
Alert BX - 1.11a Cykliczne powiadomi... | Alert BX - 1.11a ... | PrzepłYw W Chm... | Nie | 1 tydzień temu
Alert BX - 2.04 Ręczne ponaglenie do ... | Alert BX - 2.04 R... | PrzepłYw W Chm... | Nie | 1 godzinę temu
Alert BX - Powiadomienie o zmianie st... | Alert BX - Powia... | PrzepłYw W Chm... | Nie | 1 godzinę temu

1. Ocena bieżącego wykorzystania licencji i potrzeb

2. Opracowanie opłacalnego planu licencjonowania

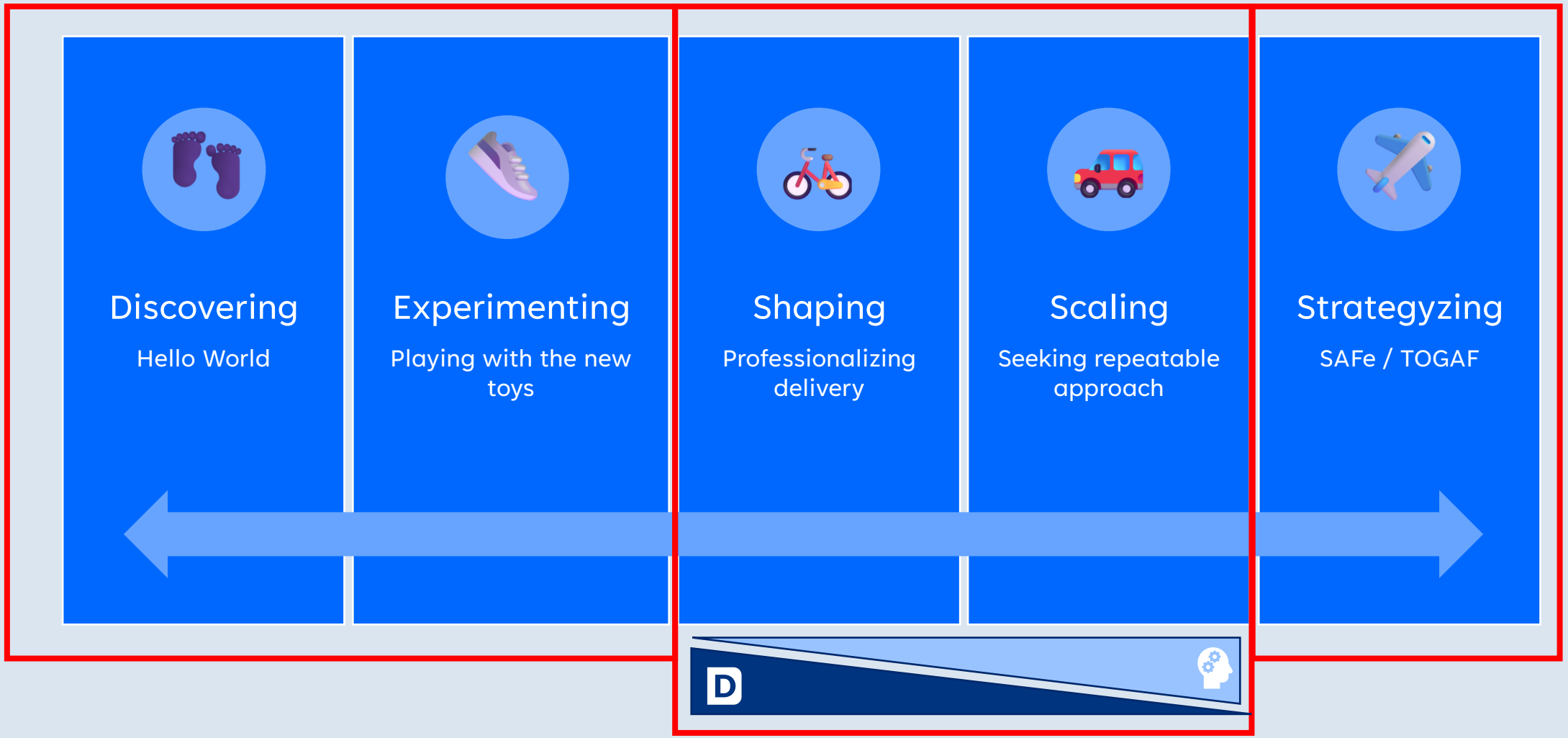
3. Wdrożenie monitorowania zgodności i optymalizacji

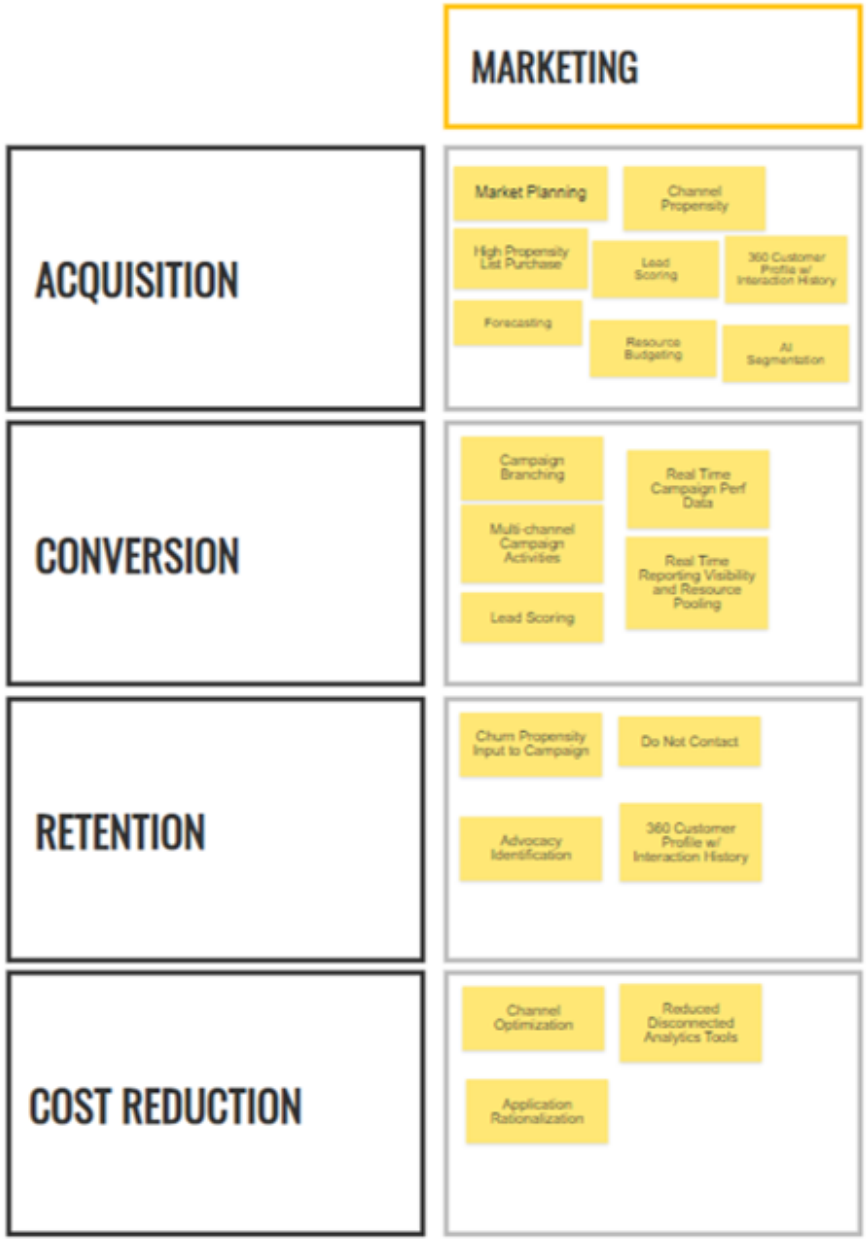
"W jaki sposób obecnie zarządzasz i optymalizujesz wykorzystanie licencji Power Platform?"

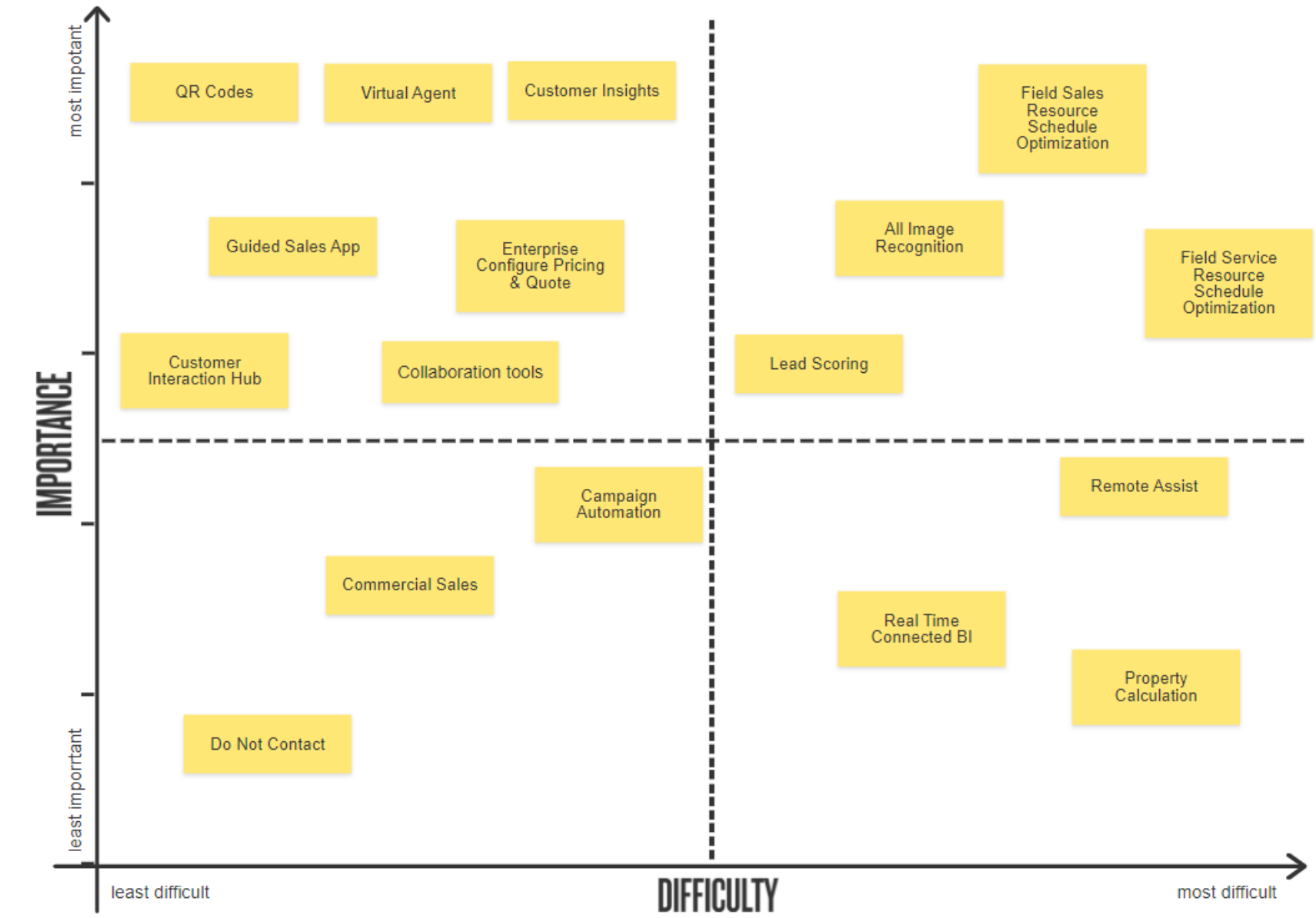
- Oszczędność kosztów dzięki optymalizacji wykorzystania licencji o 20%
- Redukcja niewykorzystanych licencji o 40%

Automation 2.0 Maturity Model

Pilot | **Governanced** | **Driven**




MARKETING
ACQUISITION
Market Planning
Channel Propensity
High Propensity List Purchase
Lead Scoring
360 Customer Profile w/ Interaction History
Forecasting
Resource Budgeting
AI Segmentation
CONVERSION
Campaign Branching
Real Time Campaign Perf Data
Multi-channel Campaign Activities
Real Time Reporting Visibility and Resource Pooling
Lead Scoring
RETENTION
Churn Propensity Input to Campaign
Do Not Contact
Advocacy Identification
360 Customer Profile w/ Interaction History
COST REDUCTION
Channel Optimization
Reduced Disconnected Analytics Tools
Application Rationalization


most impotant
IMPORTANCE
least imporrtant
QR Codes
Virtual Agent
Customer Insights
Field Sales Resource Schedule Optimization
Guided Sales App
Enterprise Configure Pricing & Quote
All Image Recognition
Field Service Resource Schedule Optimization
Customer Interaction Hub
Collaboration tools
Lead Scoring
Campaign Automation
Remote Assist
Commercial Sales
Real Time Connected BI
Property Calculation
Do Not Contact
least difficult
DIFFICULTY
most difficult

Podjęcie decyzji na przykładzie reakcji na ryzyko

- unik
- redukcja
- akceptacja
- plan rezerwowy
- przeniesienie
- współdzielenie

WHAT IS THE CONCEPT CALLED?

WHO IS IT FOR?

WHAT PROBLEM DOES IT SOLVE?

WHAT IS THE BIG IDEA?

ILLUSTRATE HOW IT WORKS?

WHY MIGHT IT FAIL?

WHAT SHOULD WE PROTOTYPE & TEST?

HOW MIGHT WE MEASURE SUCCESS?

HOW WILL WE MAKE THIS HAPPEN?

Example

WHAT IS THE CONCEPT CALLED?

Customer Personal Shopper

How might reduce wait time of our customers in a store

WHO IS IT FOR?

Customers

Store Associates

WHAT PROBLEM DOES IT SOLVE?

Reduce customers wait time

Reduce lines

Increase ticket item

Optimize flow

Store and drive through over crowed at pick hours

Reduce amount of people in store

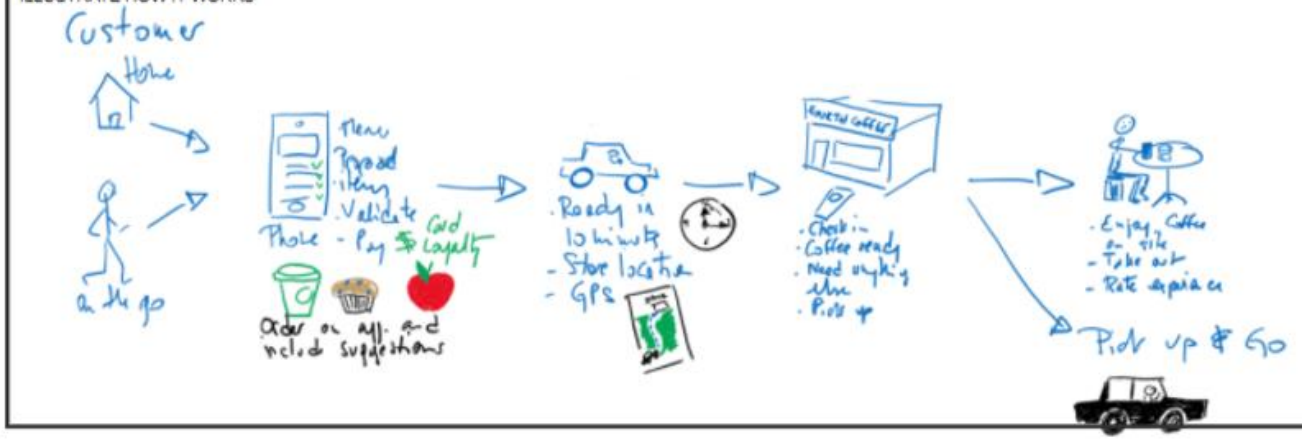
WHAT IS THE BIG IDEA?

Order wherever and whenever they want

Come to the store to pick up

Ready so they can sit and enjoy without waiting

ILLUSTRATE HOW IT WORKS



WHY MIGHT IT FAIL?

Discoverability of the App

Data Privacy

Ease of use

Integration with Store Systems

WHAT SHOULD WE PROTOTYPE AND TEST?

Simple App to start with

Simple order ability to pick up in store pilot

HOW MIGHT WE MEASURE SUCCESS?

of orders per day

Revenue Impact

Incremental customers & revenue

Customer satisfaction

Store Experience

Pick up experience

Employee experience

Unexpected benefits

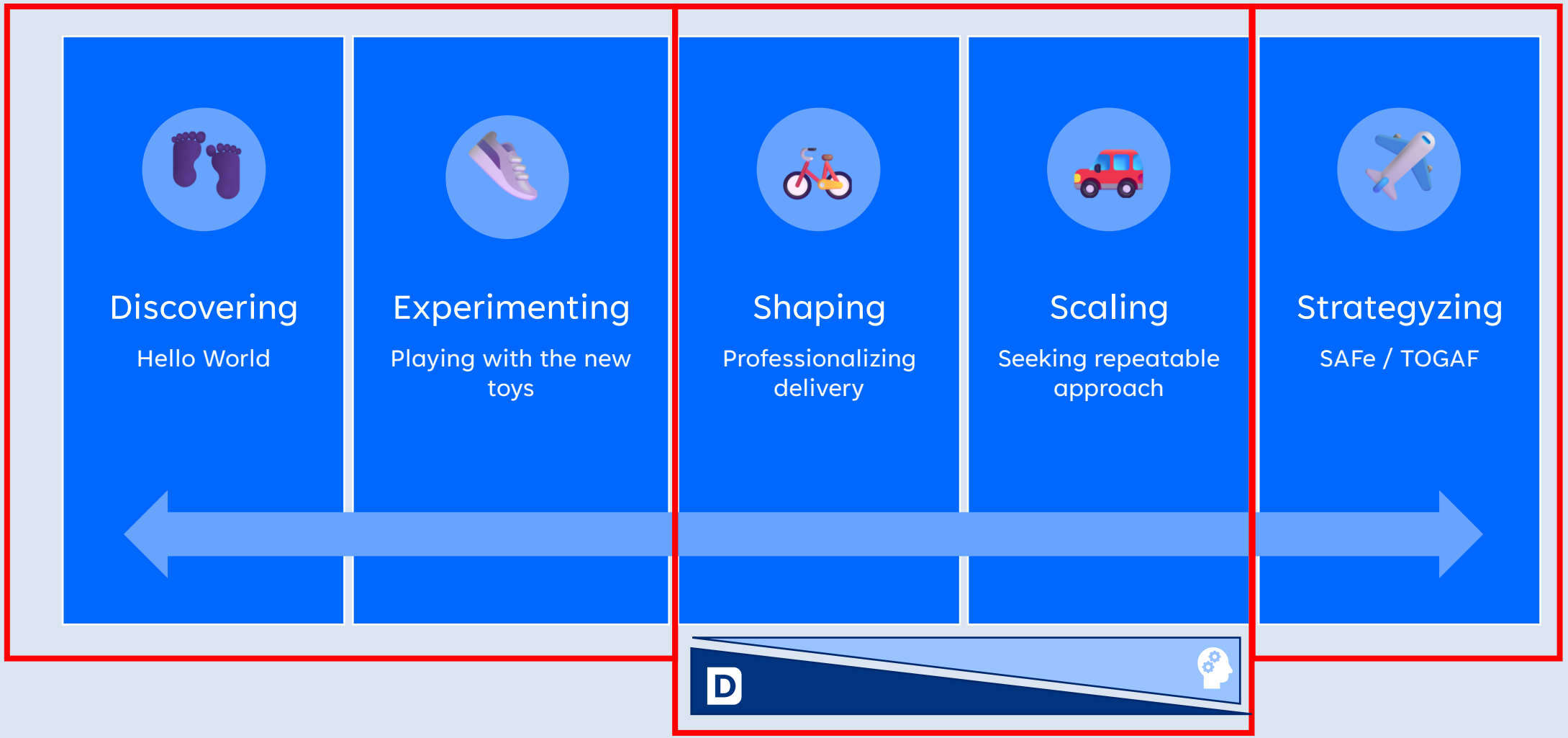
Adoption / reuse

HOW WILL WE MAKE THIS HAPPEN?

Design + Prototype Dev. | Test | Run Pilot | Analyze | Iterate

Automation 2.0 Maturity Model

Pilot | **Governanced** | **Driven**



🚙 Scaling

Strategy, vision and business value
Nurture and adoption
Administration, governance and support

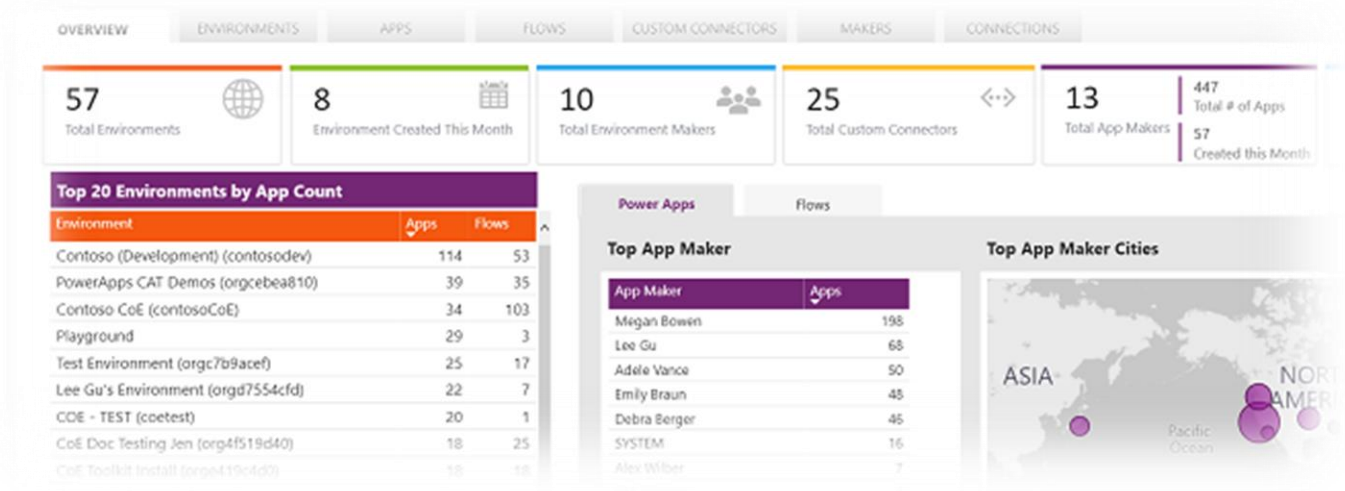
🚙 Scaling

Power Platform
Scaling Phase
Cheat Sheet

1 Define criteria for environment requests

2 Implement a request portal or form

3 Establish review and approval workflows



Understand how a structured process for requesting new environment instances enhances governance and compliance.

'- Compliance rate increase to 95%
- Unauthorized changes reduced by 50%

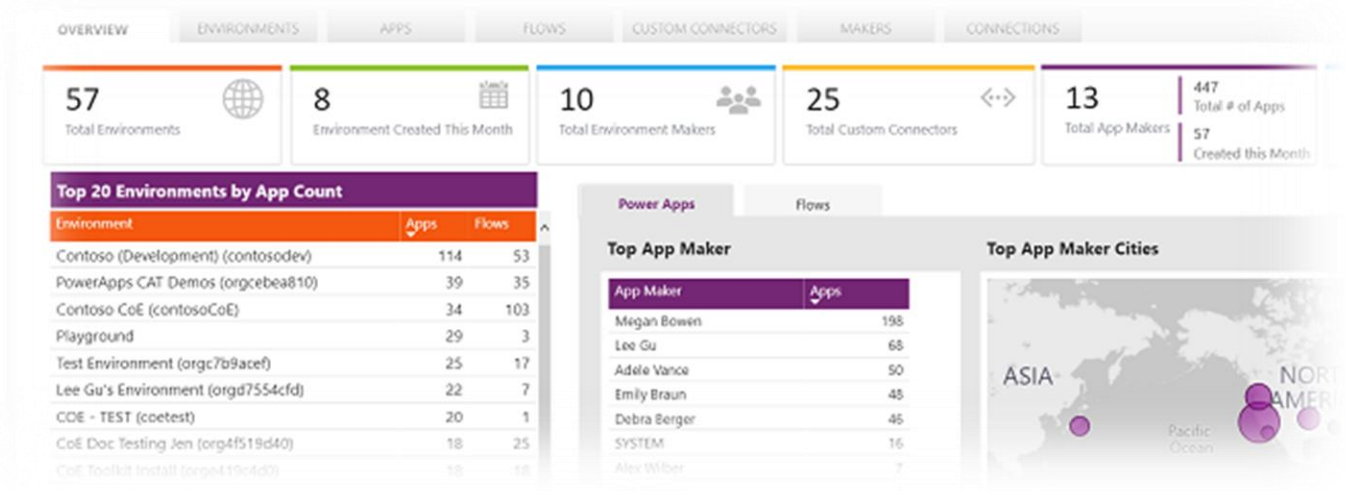
Governance and Compliance

Administration, Governance, and Support

1. Audit the current state of the default environment

2. Define usage policies

3. Monitor and enforce compliance



Recognize the importance of managing the default or primary environment for governance and compliance.

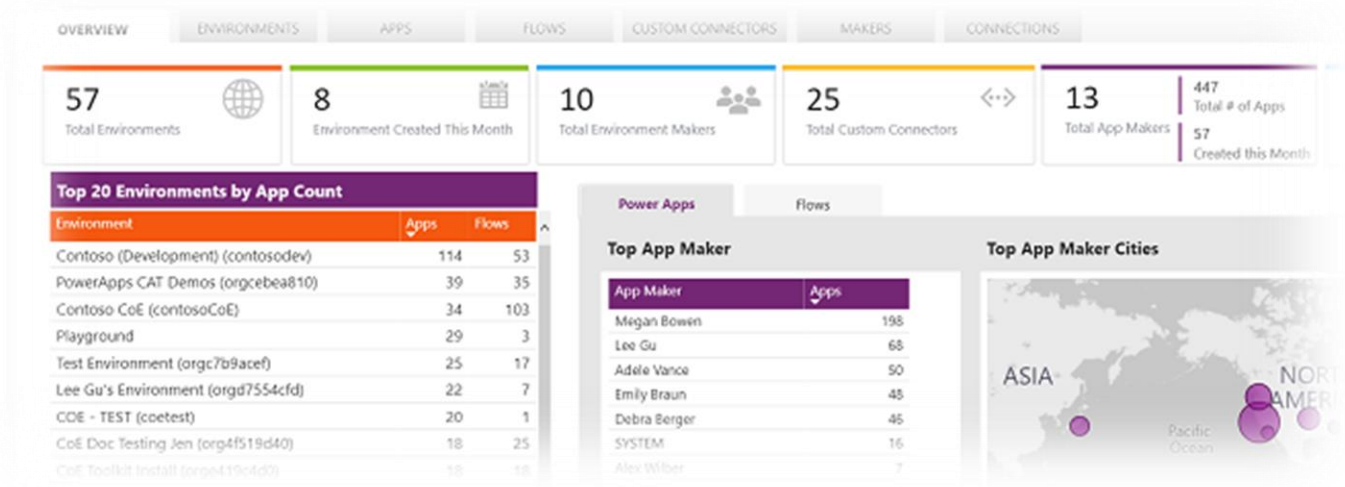
Environment Management

Administration, Governance, and Support

1 Identify development, testing, and production needs

2 Create environment templates

3 Establish governance policies



Develop an environment strategy for efficient processes and compliance.

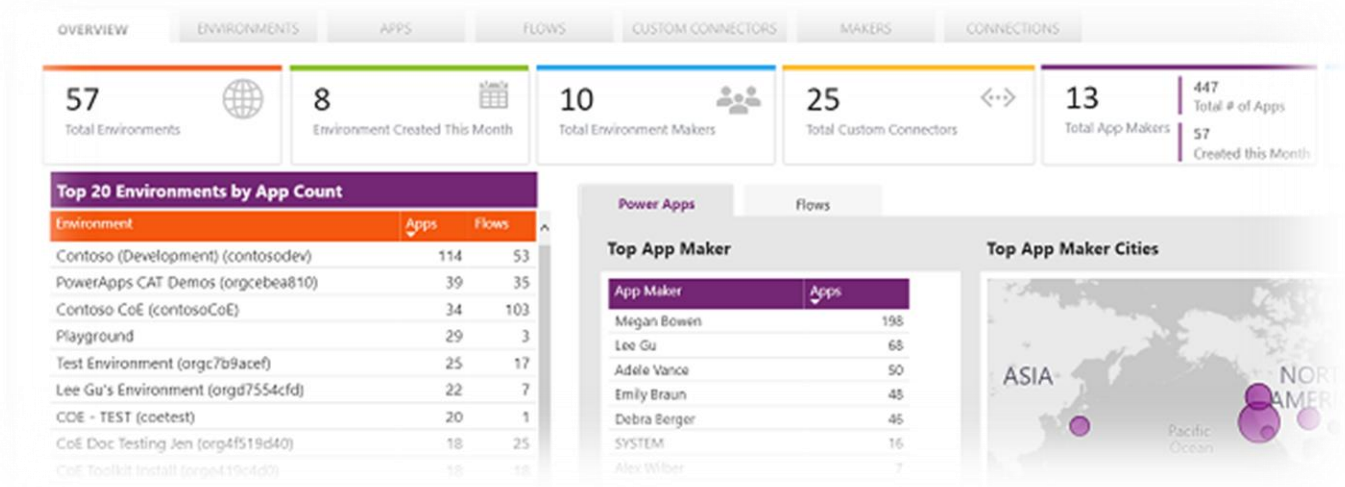
Strategy Development

Administration, Governance, and Support

1 Identify repetitive administrative tasks

2 Select or develop planning and automation tools

3 Implement and monitor automation workflows



Utilize administrative planning tools to automate tasks and streamline workflows

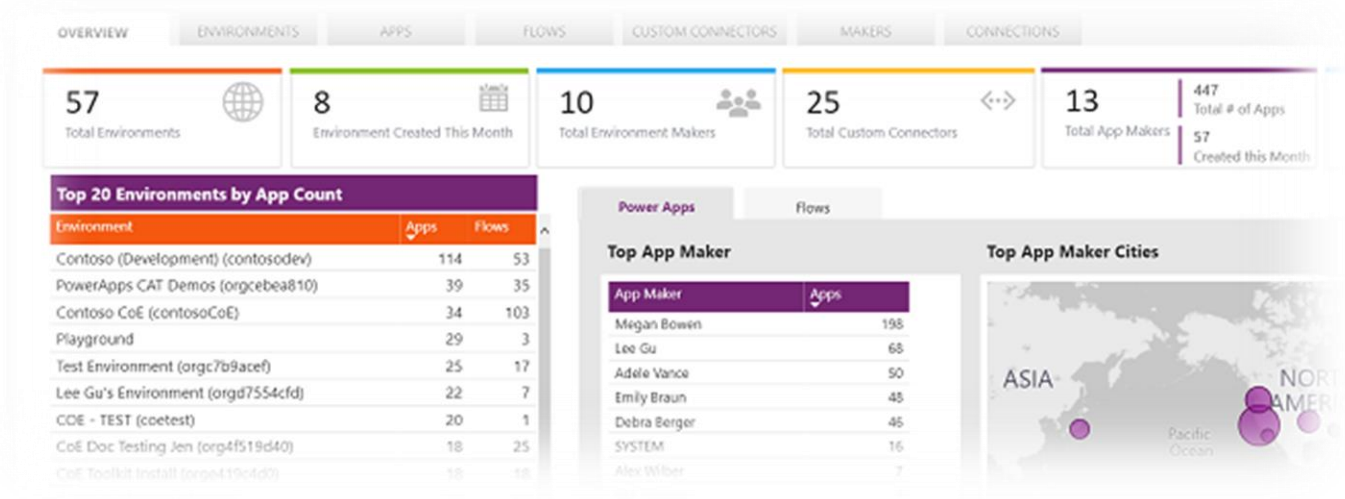
Administrative Efficiency

Administration, Governance, and Support

1 Evaluate platform management tools

2 Implement scalable management practices

3 Train admins on scalability features



Explore features for scalable management with more control and insights

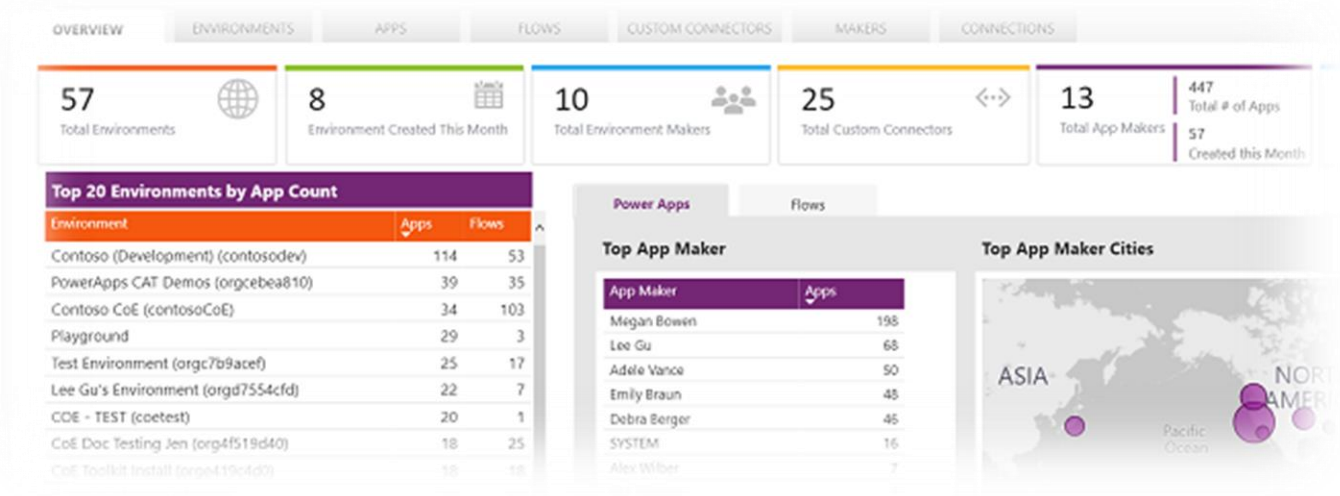
Scalable Management

Administration, Governance, and Support

1. Define ALM processes and tools

2. Train team on ALM best practices

3. Implement version control and continuous integration/deployment



Emphasize ALM's significance in delivering high-quality applications

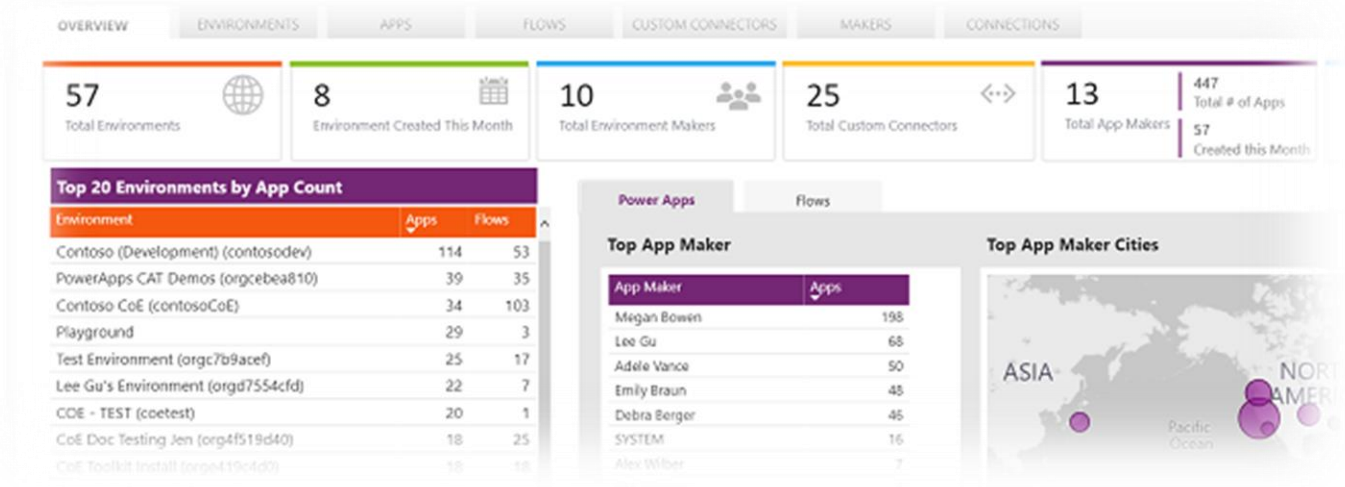
Application Lifecycle Management

Administration, Governance, and Support

1. Define administrator roles and responsibilities

2. Provide training on governance and management tools

3. Establish a communication channel for admins

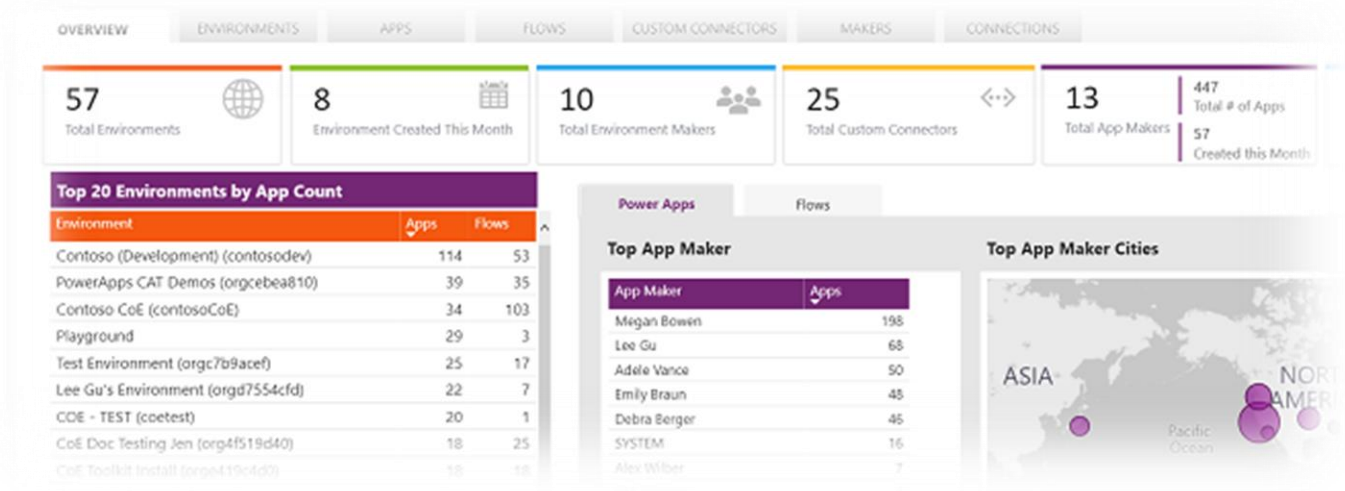


Appreciate the critical role of administrators in platform management

1 Select a maturity model framework

2 Conduct initial maturity assessment

3 Plan improvement actions based on assessment



Consider adopting a maturity model for support capability assessment

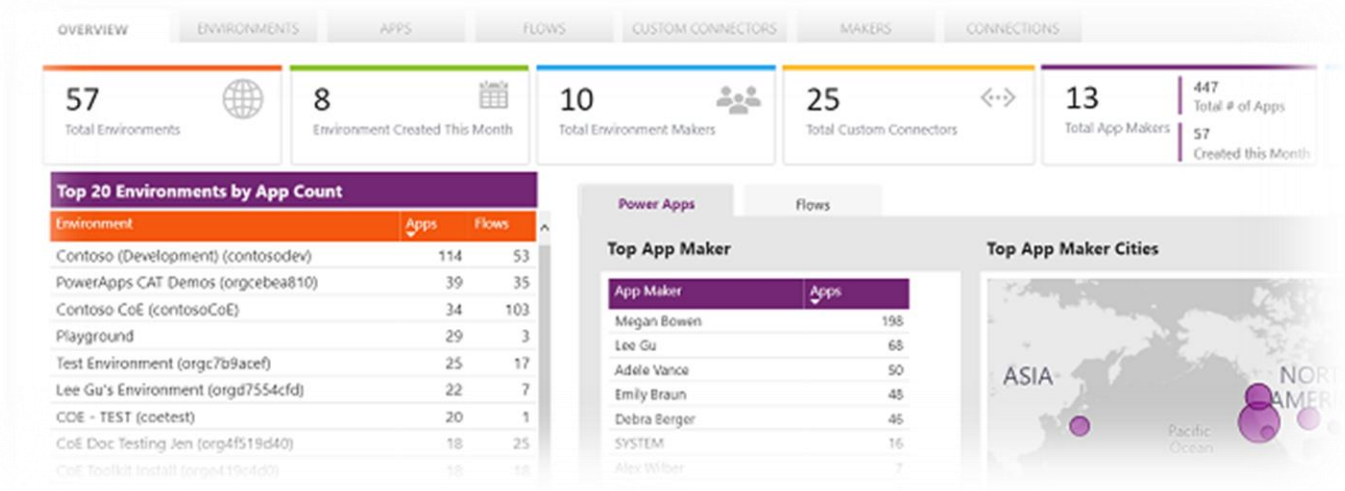
Maturity Assessment

Administration, Governance, and Support

1 Identify areas needing productivity improvements

2 Select and implement productivity tools

3 Monitor and refine tool usage



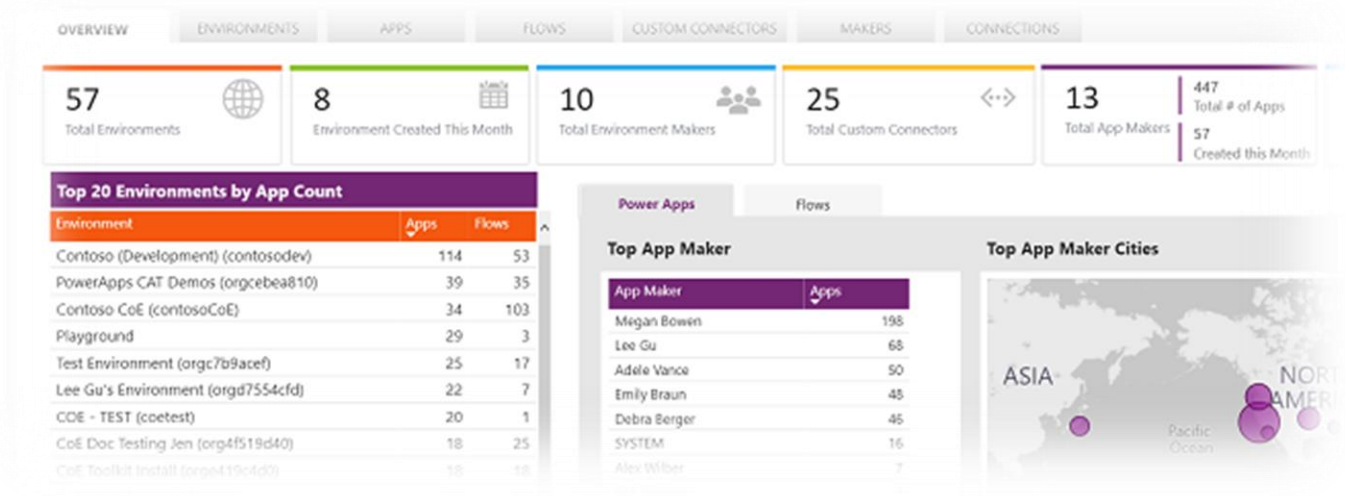
Leverage productivity tools to enhance platform productivity

Productivity Enhancement

Administration, Governance, and Support

1 Compile existing troubleshooting resources

2 Develop a repository structure



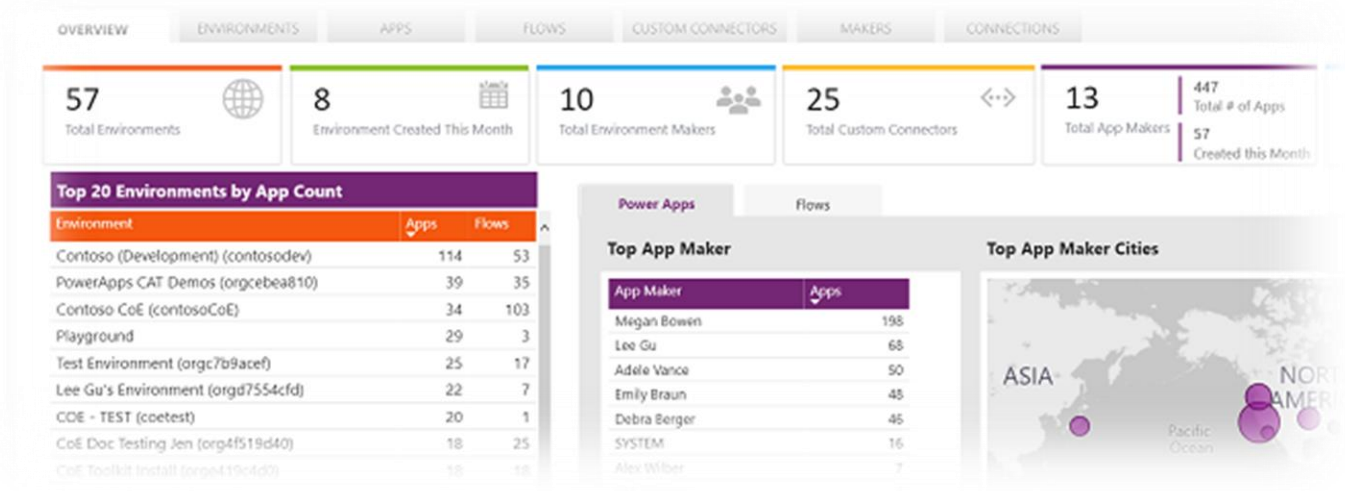
3 Train team on using and contributing to the repository

Maintain a troubleshooting resource repository for optimal performance

Troubleshooting

Administration, Governance, and Support

1. Identify relevant certifications
2. Plan training or study schedules
3. Register for certification exams

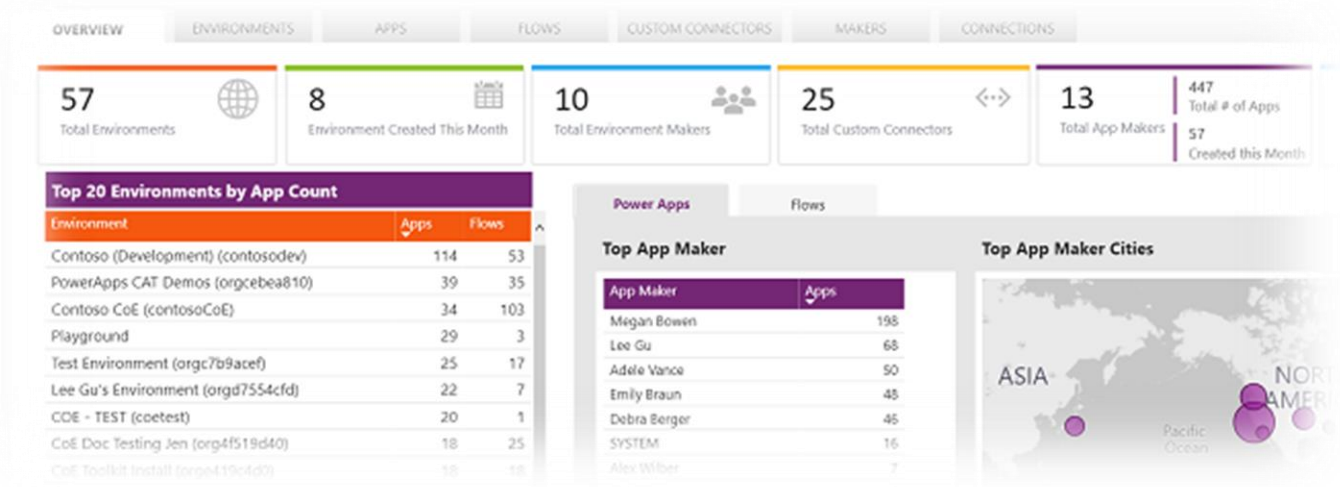


Pursue platform-specific certifications to validate skills and advance careers

1. Define support tiers and responsibilities

2. Develop a knowledge base for common issues

3. Implement a ticketing system for support requests

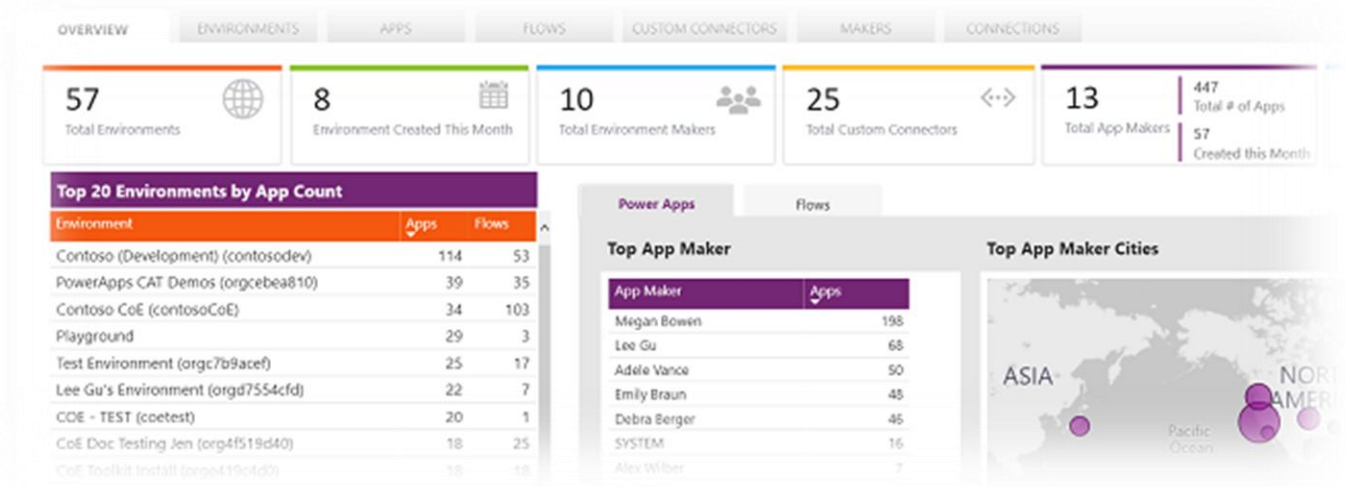


Implement a user and solution support strategy

1 Identify key business objectives

2 Map learning initiatives to these objectives

3 Implement and track learning outcomes



Align learning initiatives with business objectives for performance improvements

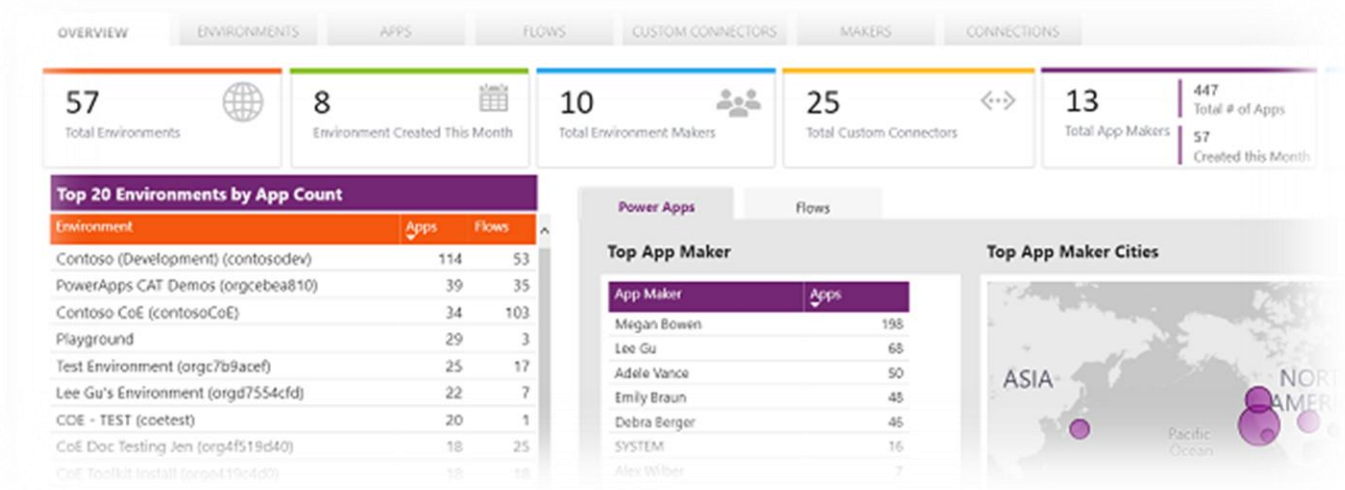
Learning and Development

Nurture and Adoption

1. Plan and schedule a hackathon event

2. Define challenges and goals

3. Provide resources and support for participants



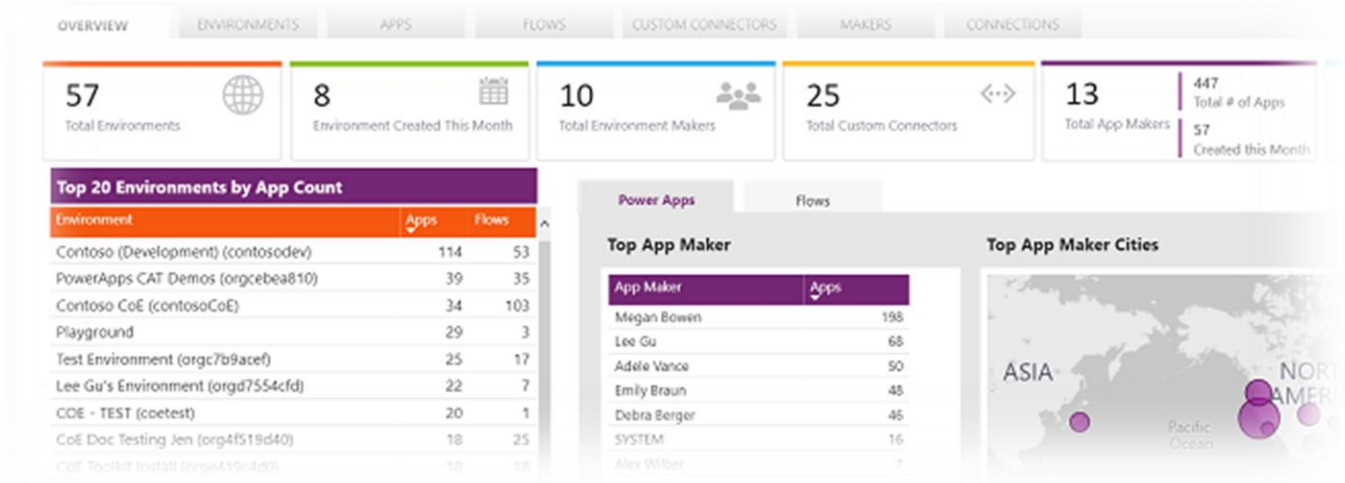
Encourage hackathons for innovation and rapid prototyping

Innovation and Collaboration

Nurture and Adoption

1 Collect success stories within the organization

2 Develop a platform for sharing these stories



3 Regularly update and promote new stories

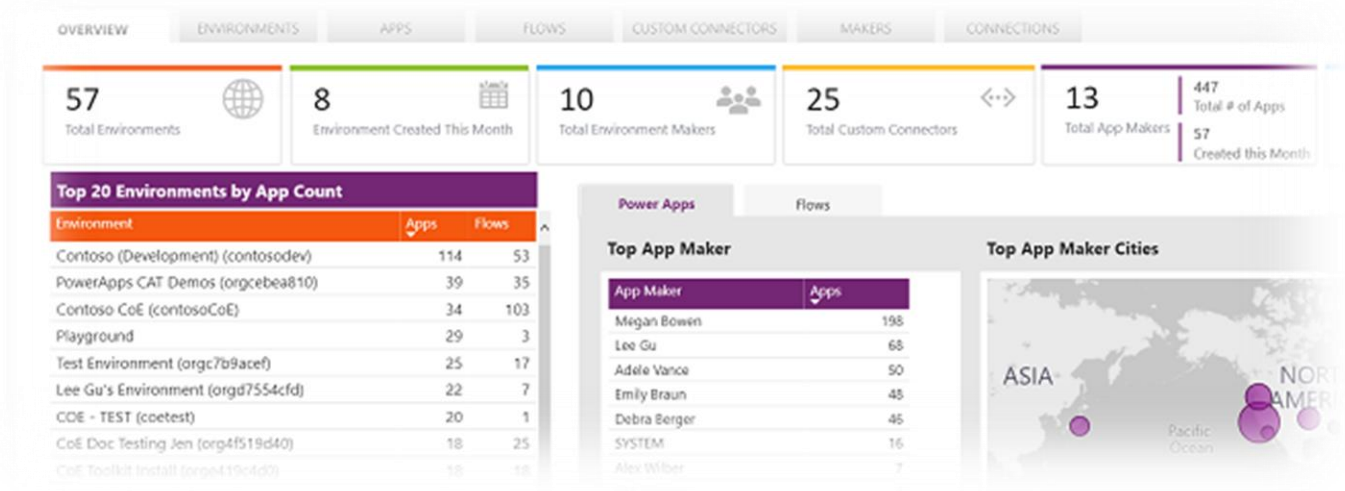
Share success stories to inspire and motivate

Motivation and Inspiration

Nurture and Adoption

1 Research certifications relevant to the platform

2 Offer support and resources for certification preparation



3 Recognize and reward certification achievements

Explore certification options for developers and IT professionals

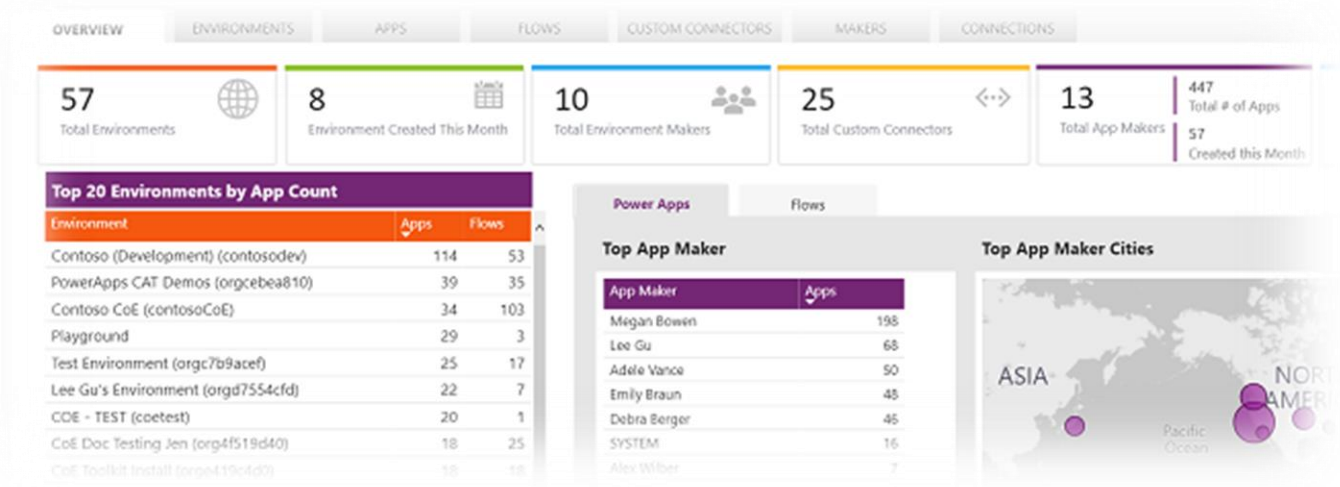
Professional Development

Nurture and Adoption

1 Select a collaboration platform

2 Organize content and access

3 Promote the hub and encourage active participation



Create a centralized collaboration hub for knowledge sharing

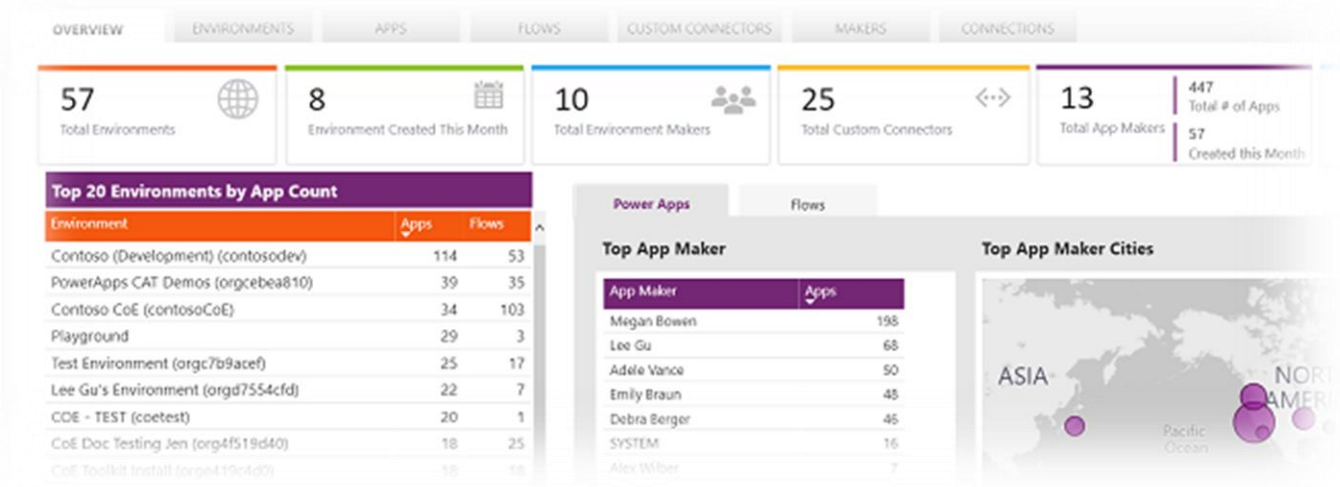
Collaboration

Nurture and Adoption

1 Implement regular learning sessions

2 Encourage sharing of learnings and insights

3 Provide access to learning resources



Focus on developing a continuous learning culture

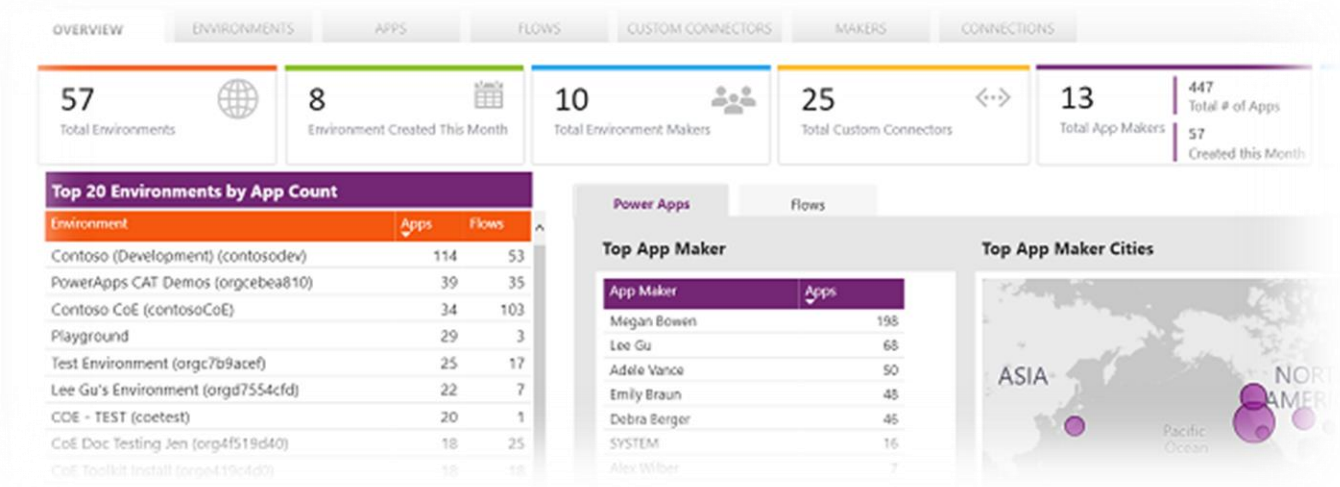
Continuous Learning

Nurture and Adoption

1 Choose a feedback collection tool

2 Define feedback process and guidelines

3 Review and act on feedback regularly



Implement feedback mechanisms for community engagement

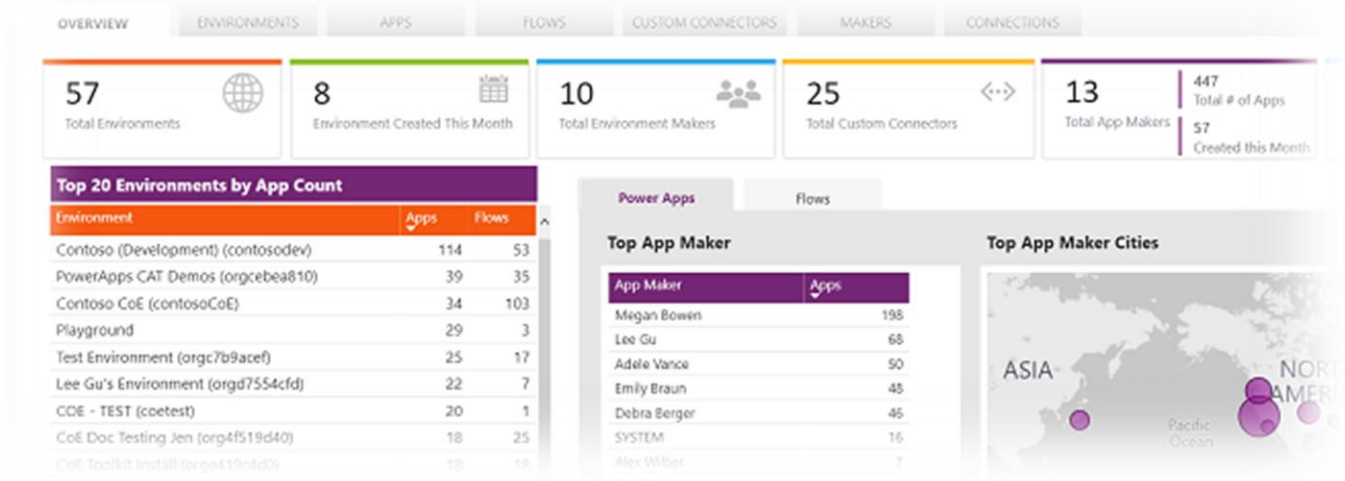
Feedback Mechanism

Nurture and Adoption

1 Design a training program for non-technical professionals

2 Provide mentorship and support

3 Create opportunities for practical application



Enable non-technical professionals to transition into low-code development

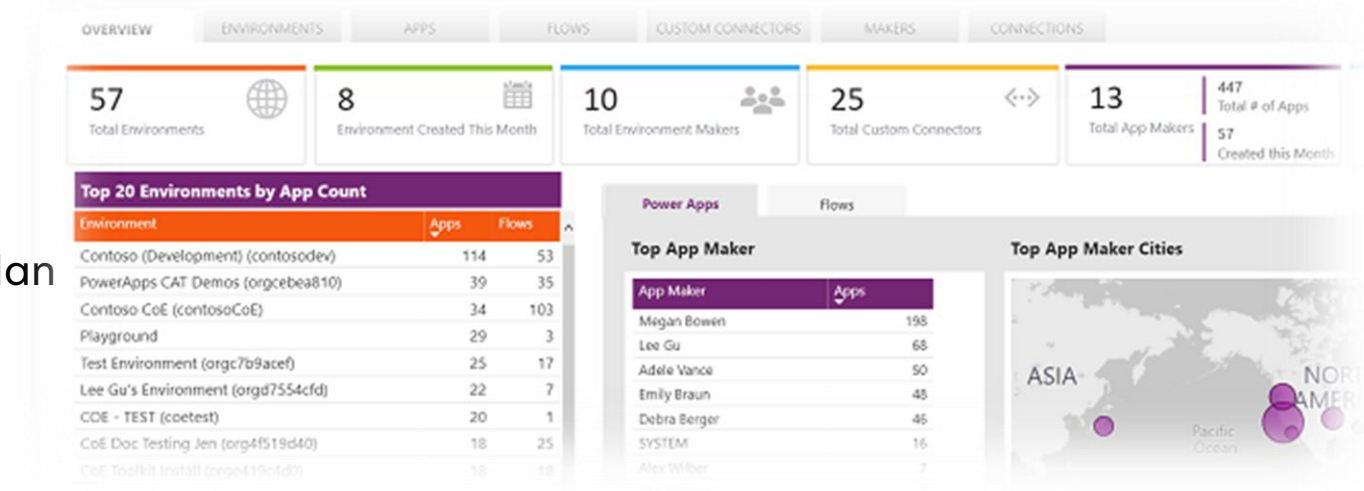
Career Transition

Nurture and Adoption

1. Assess current license usage and needs

2. Develop a cost-effective licensing plan

3. Implement monitoring for compliance and optimization



Formulate a license management strategy for ROI and effective governance

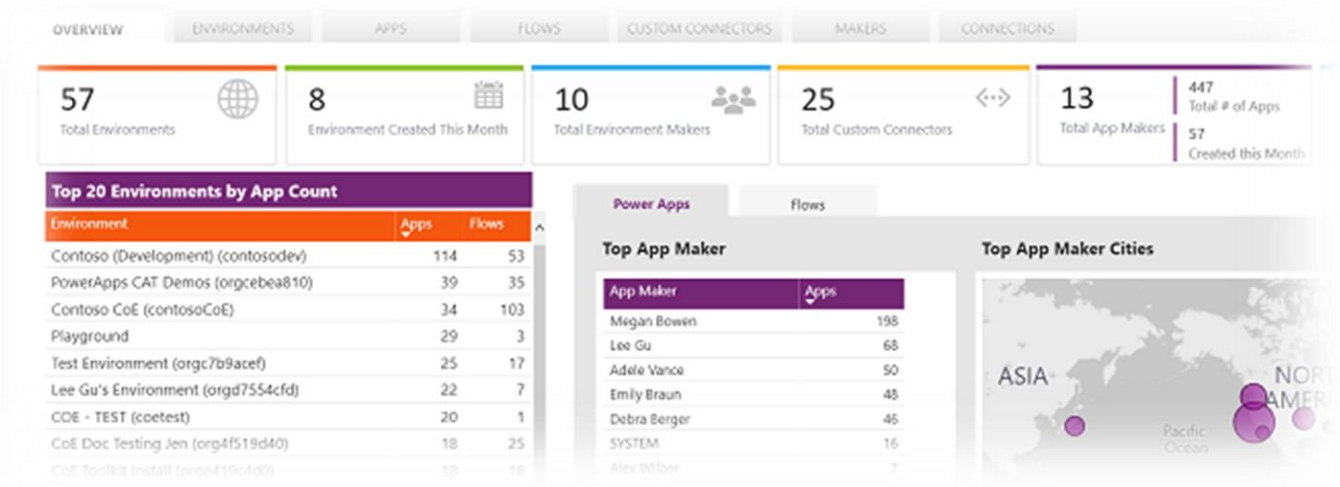
License Management

Strategy, Vision, and Business Value

1. Identify key roles and responsibilities

2. Deploy team management tools

3. Regularly review and adjust team structure



Use planning tools for effective team structure organization

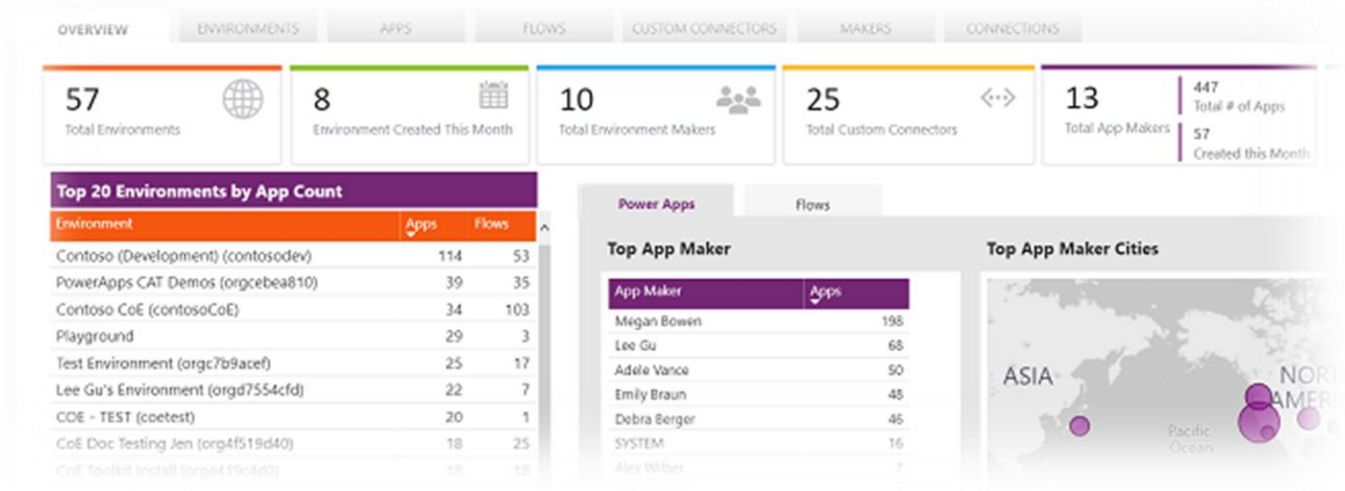
Team Organization

Strategy, Vision, and Business Value

1 Implement an idea management platform

2 Define criteria for evaluating ideas

3 Establish a process for idea selection and implementation



Introduce an idea submission system for prioritizing development needs

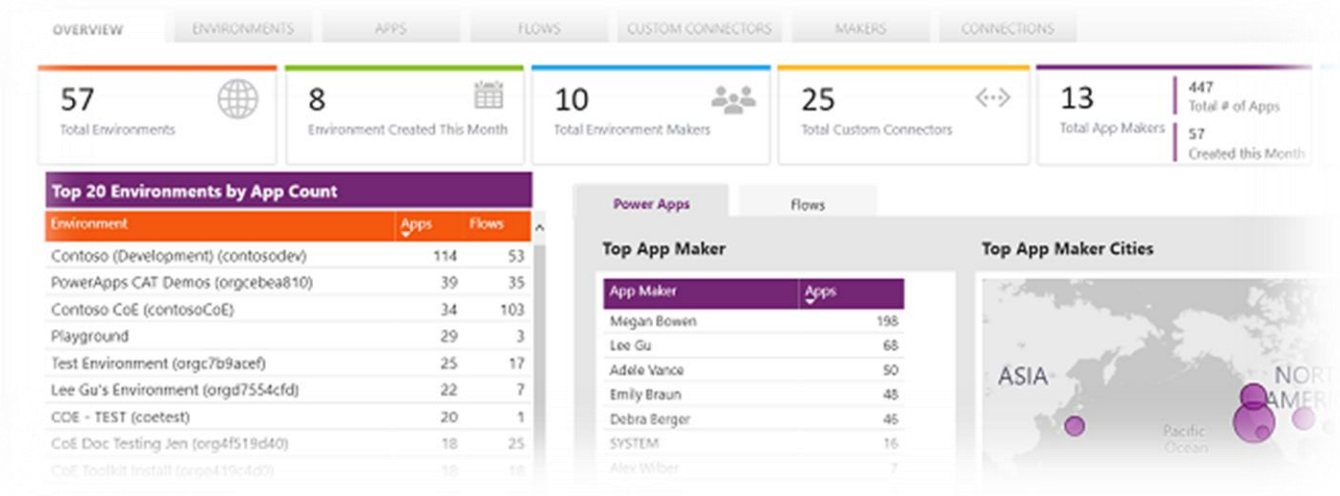
Innovation Management

Strategy, Vision, and Business Value

1 Define the scope of enterprise adoption

2 Identify and assign roles

3 Develop an adoption roadmap with clear milestones



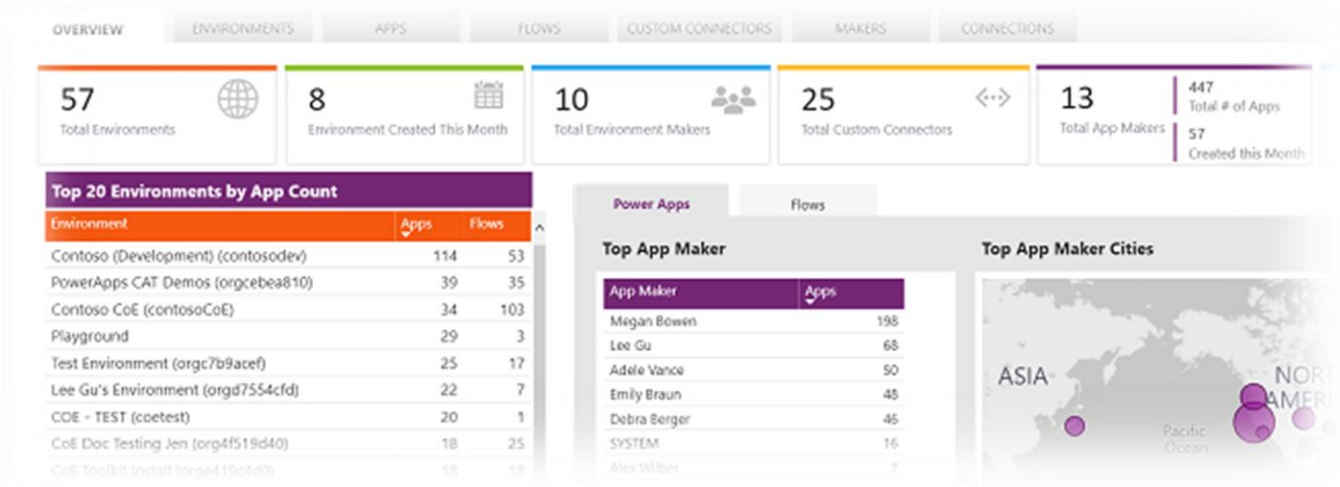
Kickstart enterprise adoption by clarifying roles and responsibilities

Enterprise Adoption

Strategy, Vision, and Business Value

1 Define metrics for business value

2 Implement tools for tracking these metrics



3 Regularly report on business value to stakeholders

Measure and communicate the business value of low code solutions

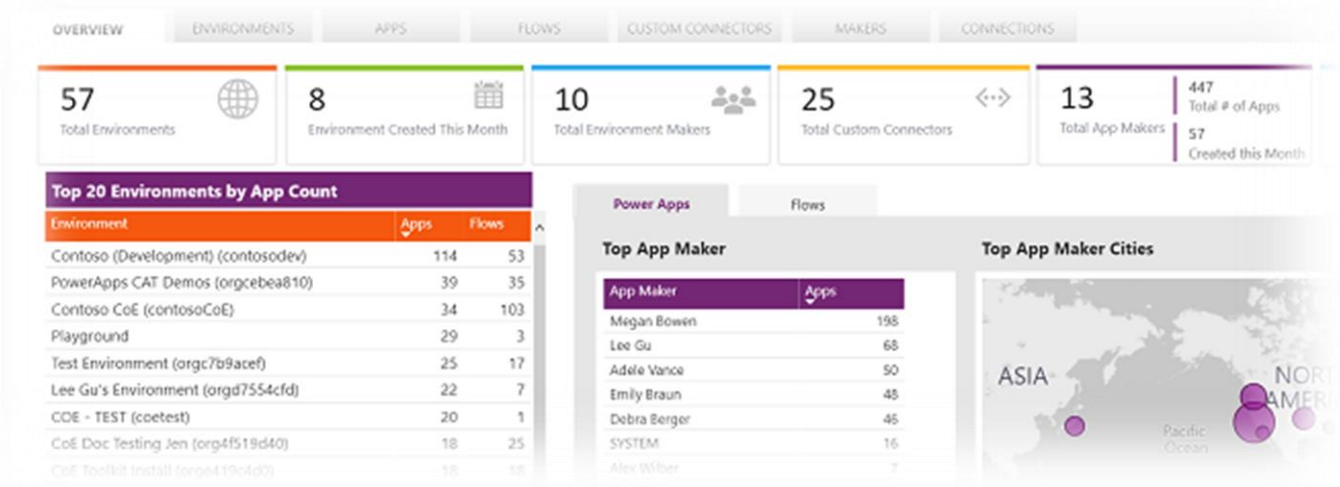
Business Value Communication

Strategy, Vision, and Business Value

1 Map out the ecosystem of roles

2 Develop role descriptions and requirements

3 Communicate roles and expectations to the team



Clarify typical roles for adoption and platform success

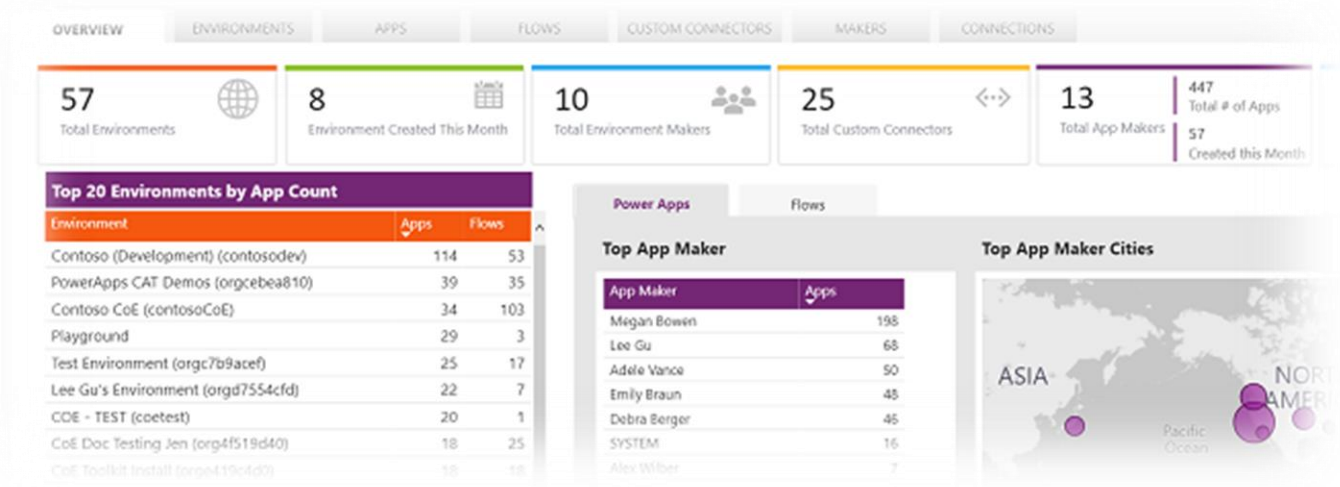
Role Clarification

Strategy, Vision, and Business Value

1 Identify potential sponsors

2 Present the value proposition

3 Formalize the sponsorship and roles



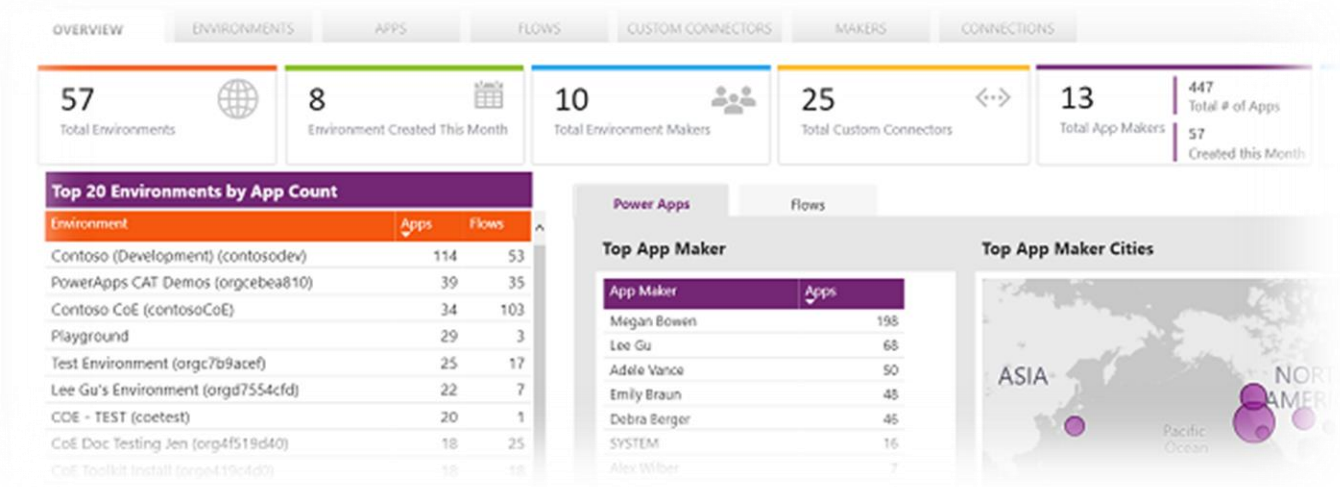
Secure executive sponsorship for adoption and success

Leadership Support

Strategy, Vision, and Business Value

1 Identify skill gaps and training needs

2 Develop or source training programs

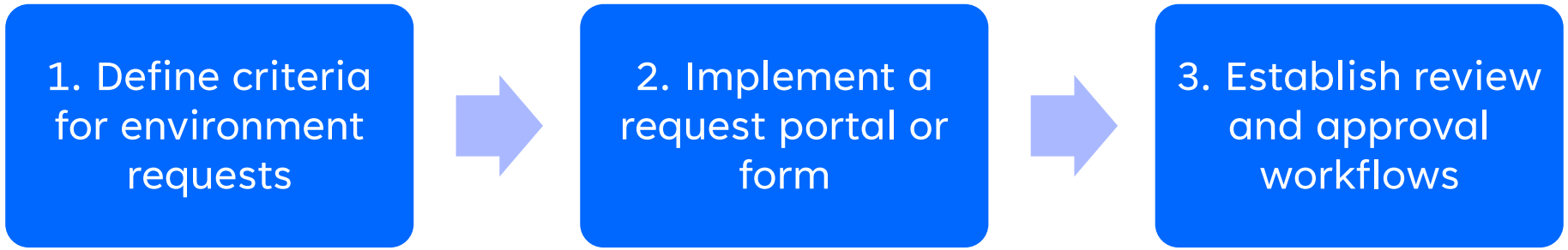


Provide pathways for non-technical professionals in low-code development

Skill Development

Strategy, Vision, and Business Value

Governance and Compliance



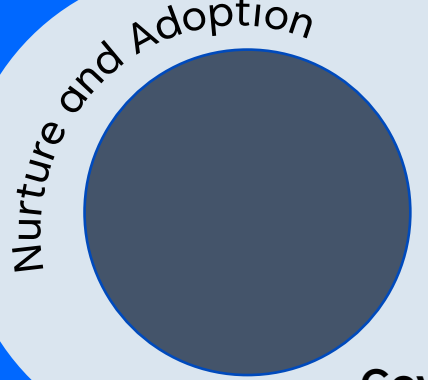
GOAL

- Understand how a structured process for requesting new environment instances enhances governance and compliance.
  Eg.: Increase compliance rate to 95% / Reduce unauthorized changes by 50%

1. Audit the current state of the default environmen

2. Define usage policies

3. Monitor and enforce compliance



Recognize the importance of managing the default or primary environment for governance and compliance.

Governance and Compliance

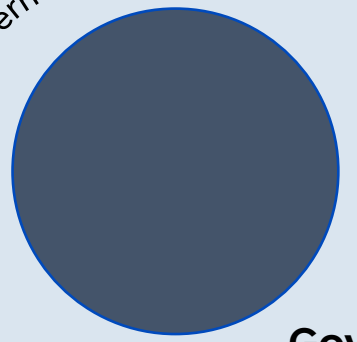
1. Audit the current state of the default environmen

2. Define usage policies

3. Monitor and enforce compliance

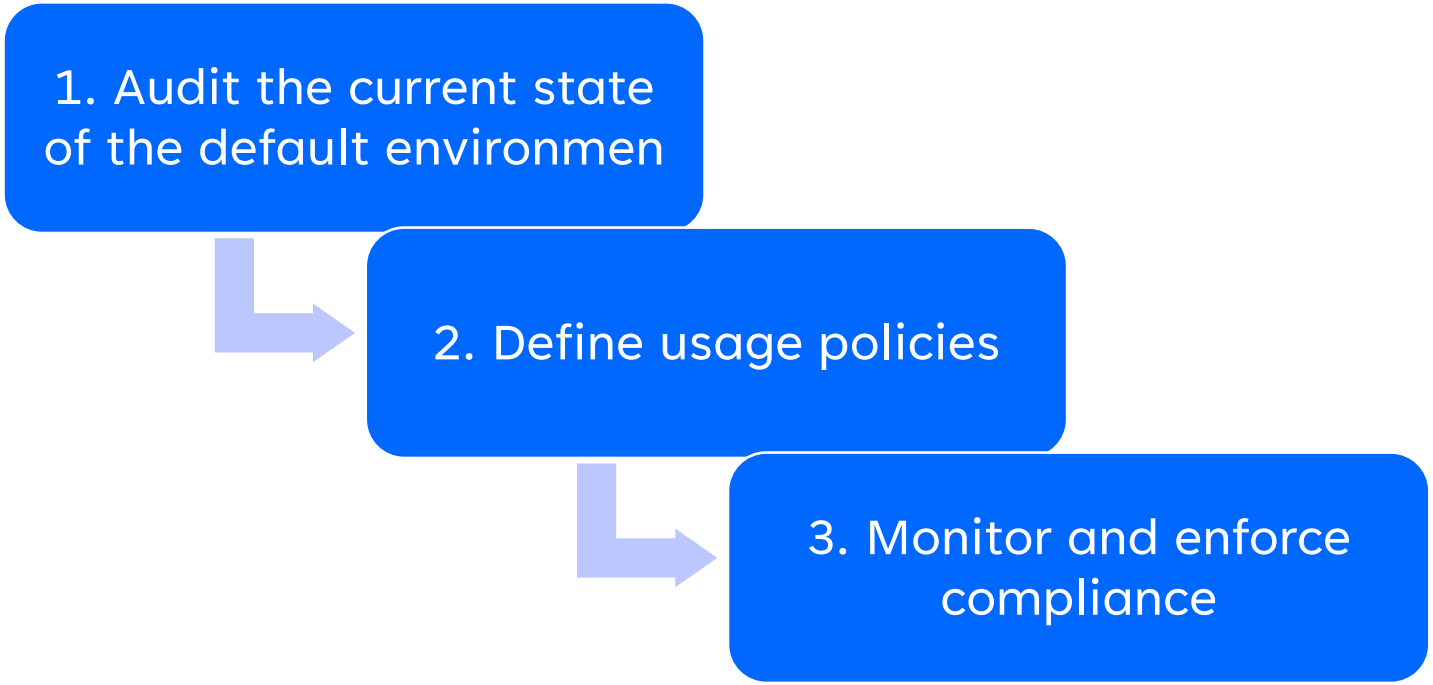
Administration, Governance, and Support

Administration, Governance and Support



Recognize the importance of managing the default or primary environment for governance and compliance.

Governance and Compliance



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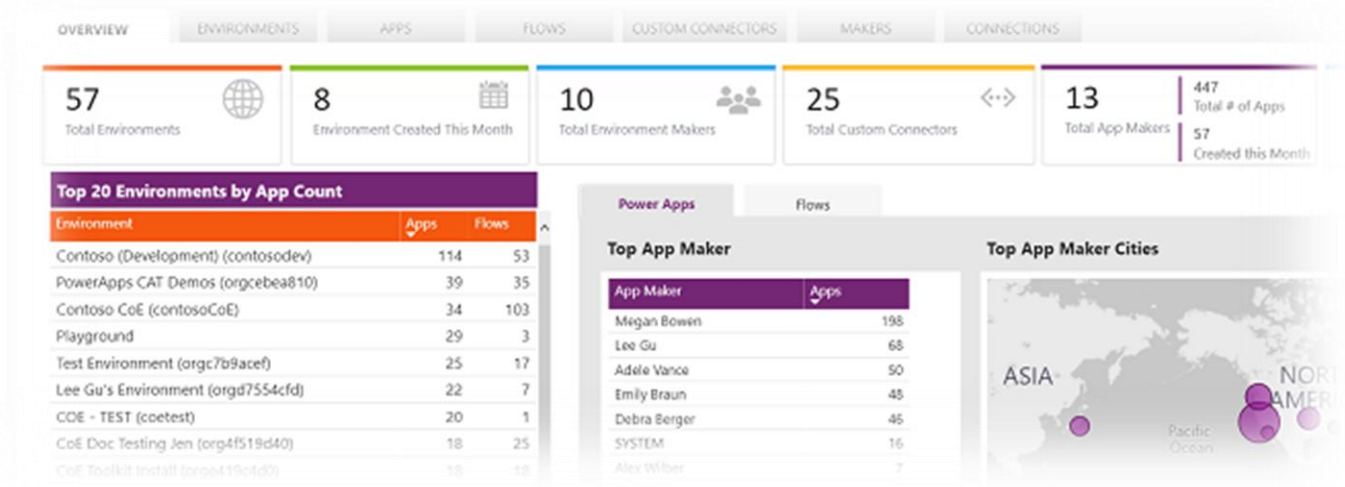


Recognize the importance of managing the default or primary environment for governance and compliance.

Governance and Compliance

Administration, Governance, and Support

Governance and Compliance

1. Audit the current state of the default environmen
2. Define usage policies
3. Monitor and enforce compliance

GOAL

- Recognize the importance of managing the default or primary environment for governance and compliance.

Environment Management

GOAL

- Recognize the importance of managing the default or primary environment for governance and compliance.

Governance and Compliance

Understand how a structured process for requesting new environment instances enhances governance and compliance.

1. Define criteria for environment requests
2. Implement a request portal or form
3. Establish review and approval workflows

Enhancing Governance in Low Code Platform Deployments

Structured process for requesting new environment instances

Improves governance, control, and compliance across low code platform deployments

Ensures alignment with organizational policies

Key Decision Maker	KPIs
Sales leader	- Sales quota for goods and services rendered - Sales process effectiveness - Seller quotas/KPIs - Training effectiveness - Forecast vs actual revenue
Sales Operations leader	-Sales tools performance -Activation of the sales leader plans - Administrative and operational effectiveness

Key Influencers: Marketing Leader, Customer Experience Leader, eCommerce Leader, IT Leader

Key Decision Maker	KPIs
Chief operating officer/VP of service/service operations	- Customer/employee satisfaction/churn - Employee productivity • Case resolution reduction • Average handle time • Equipment/asset uptime • Contract/SLA compliance
Digital transformation officer/ Chief Digital Officer	• Project costs against budget • Project Status (deadlines, capacity, ROI) • Revenue & productivity attributable to new digital investments

Key Influencers: IT Leader, Chief data officer

Key Decision Maker	KPIs
Chief Supply Chain Officer	• Supplier performance (Avg days late, PPV, Quality) • Inventory Accuracy (Variance %) • Optimize outbound and inbound transportation cost • Inventory turns (COGS / Avg Inv)
Chief Operating Officer	• Time to productivity • On Time Delivery • Maintenance costs • Time to fulfil

Key Influencers: Chief Information Officer, Chief Technology Officer, Supply Chain Manager, Chief Financial Officer

Key Decision Maker	KPIs

CFO, VP of Finance	• Gross Profit Margin
	• Monthly or Annual Recurring Revenue
	• Tracking
	  • Project costs
	  • On-time delivery
	  • Billable utilization rate
	  • Load and transaction times
	  • IT spend vs. planned
	  • Payroll headcount ratio
	  • Employee retention rate
	  • Cost to hire

Key Influencers: IT Leader, HR Leader, Operations Leader

Key Decision Maker	KPIs
Digital transformation officer/ Chief Digital Officer	- Project costs against budget - Project Status (deadlines, capacity, ROI) - Revenue & productivity attributable to new digital investments

Key Influencers: Citizen Developer, IT Leader, HR Leader, Operations Leader

OVERHEAD TEMPLATE

"Insert person quote here"

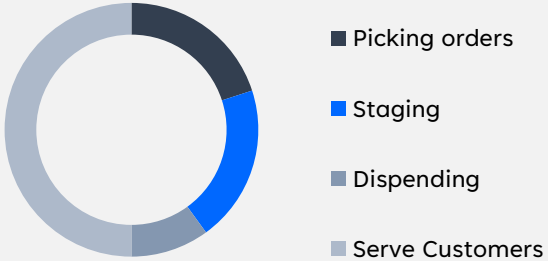
ROLE / RESPONSIBILITIES

- Here are the tasks
- Or jobs to be done
- That this person does
- Or some other things that matter to them

PERSONA

Terrific Tom

TYPICAL DAY



ABOUT

We use alliterations to help people remember the personas. We use the about to describe points of interest that make each persona different from the previous one.

GOALS / MOTIVATION

- This is item one
- Here is the second goal
- And a third here

NEEDS

- Here is some more information
- And a bit more here for you to use
- And just one more

PAIN POINTS

- Another point here
- And here

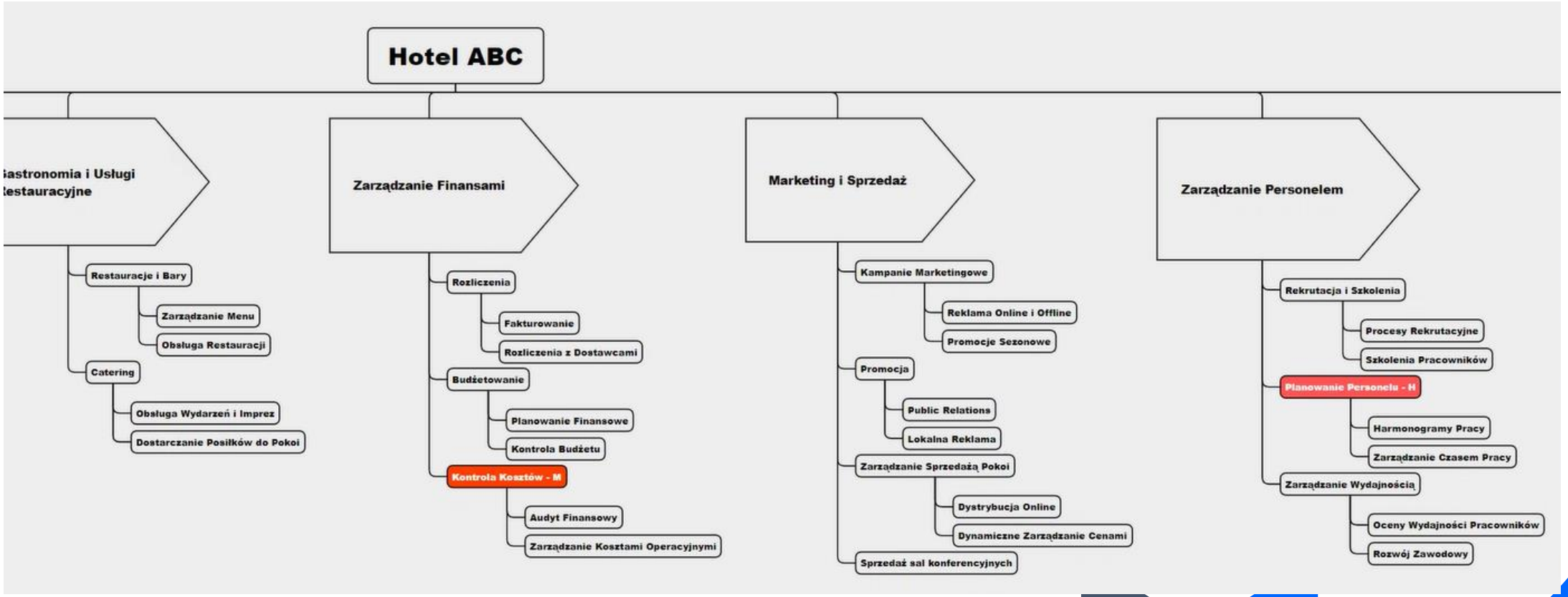
OPPORTUNITIES

- Here are what the user asked for
- Or things we think might be useful
- Or opportunities to add value
- Or even different people who could be included

Observe
Define (Observe)
Measure
Analyze (& Plan)
Improve
Check

O -> DMAIC

HoReCa business capability model



Opportunity areas

Selling Machine

Effortless Finance Operations

Reliable Services

Rapidly Build Apps

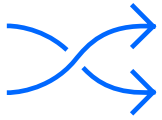
Resilient Supply Chain

Productive Operations

Selling Machine

Improve

Demand generation and lead management



Opportunity management and revenue acceleration

Sales team management and coaching

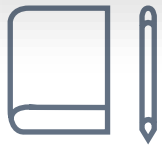
Sales reporting and forecasting

Solve

Disengaged and inefficient sales teams

Difficult to measure ROI on selling activities and allocate presales focus

Sellers don’t know which opportunities to focus on and struggle with multiple sales tools



Hard to capture, store, and effectively leverage customer data

Reliable Services

Improve

- Self-Service & Automation
- Modernize Case Management
- Increase Worker Productivity
- Integrated Data of different data streams

Solve

- Lack of modern, efficient tooling for first line workers
- Decentralized customer service teams
- Customers experience disconnected and siloed experiences
- Difficult to remotely monitor and ensure assets are consistently operating at optimal levels

Resilient Supply Chain

Improve

Asset Productivity

Modern Manufacturing and Operations Management

Intelligent Fulfillment

Agile Supply Chain

Solve

Difficult to obtain end-to-end supply chain visibility

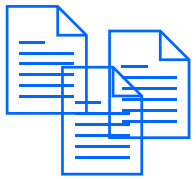
Workforce empowerment and management

Lack of agility to meet changing customer demand

Disparate systems and outdated technology

Effortless Finance Operations

Improve



Invoice operations

Process info between legacy and modern systems

Expense tracking, budgeting, or financial reporting

Solve

Process PO and invoice attachments in email

Legacy operating models impact performance and responsiveness to new regulations and compliance

Companies need to quickly adapt business models to support new opportunities or disruptions

Streamline contractors' applications, documentation and preapprovals

Productive Operations

Improve

Streamlined communication

Enforce processes standardization and policies

Boost Productivity

Internal information management

Solve

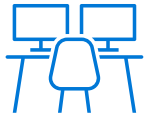
Alert when process deviation happen

Automatically create set of tasks based on an event

Aggregate employee data and structure knowledge base

Navigate an employee through health and safety check

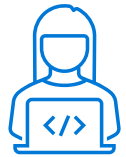
Rapid Build Apps



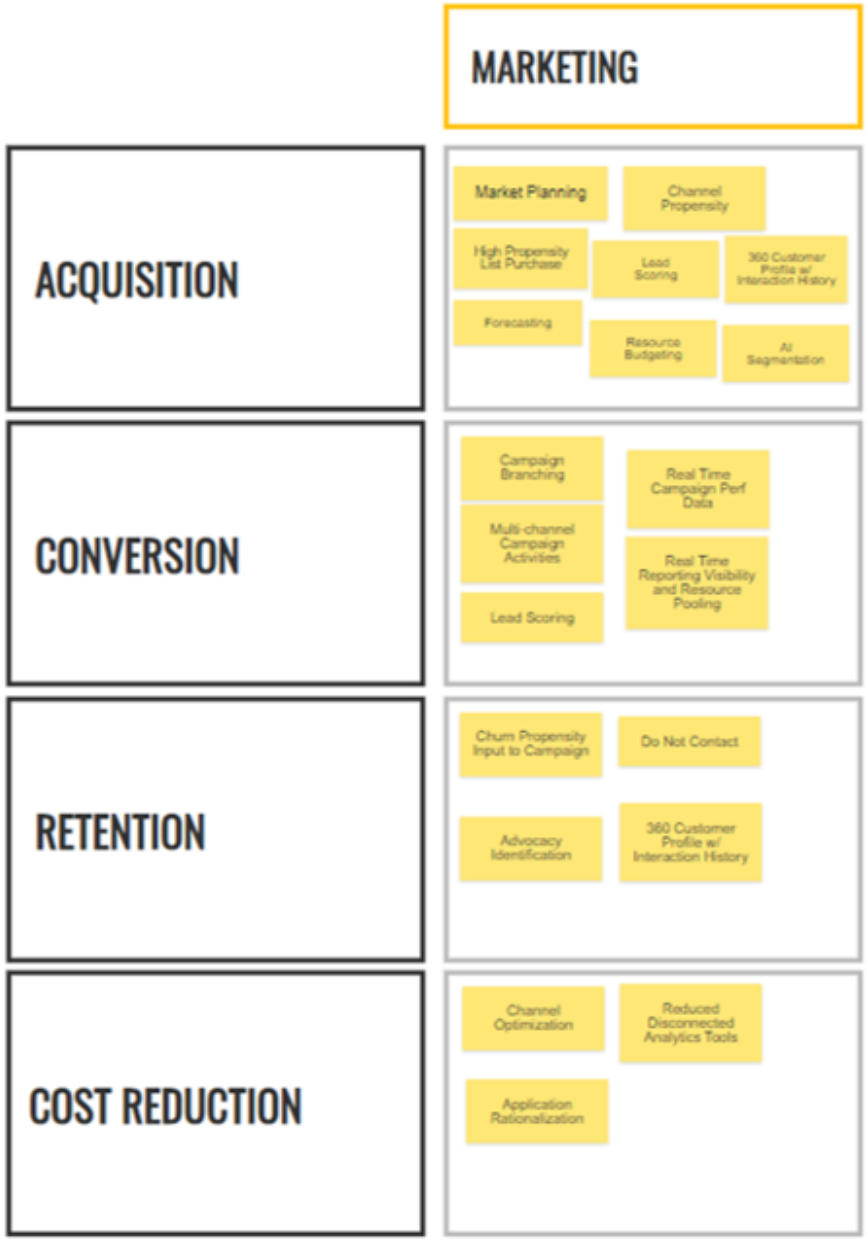
Build apps where you work

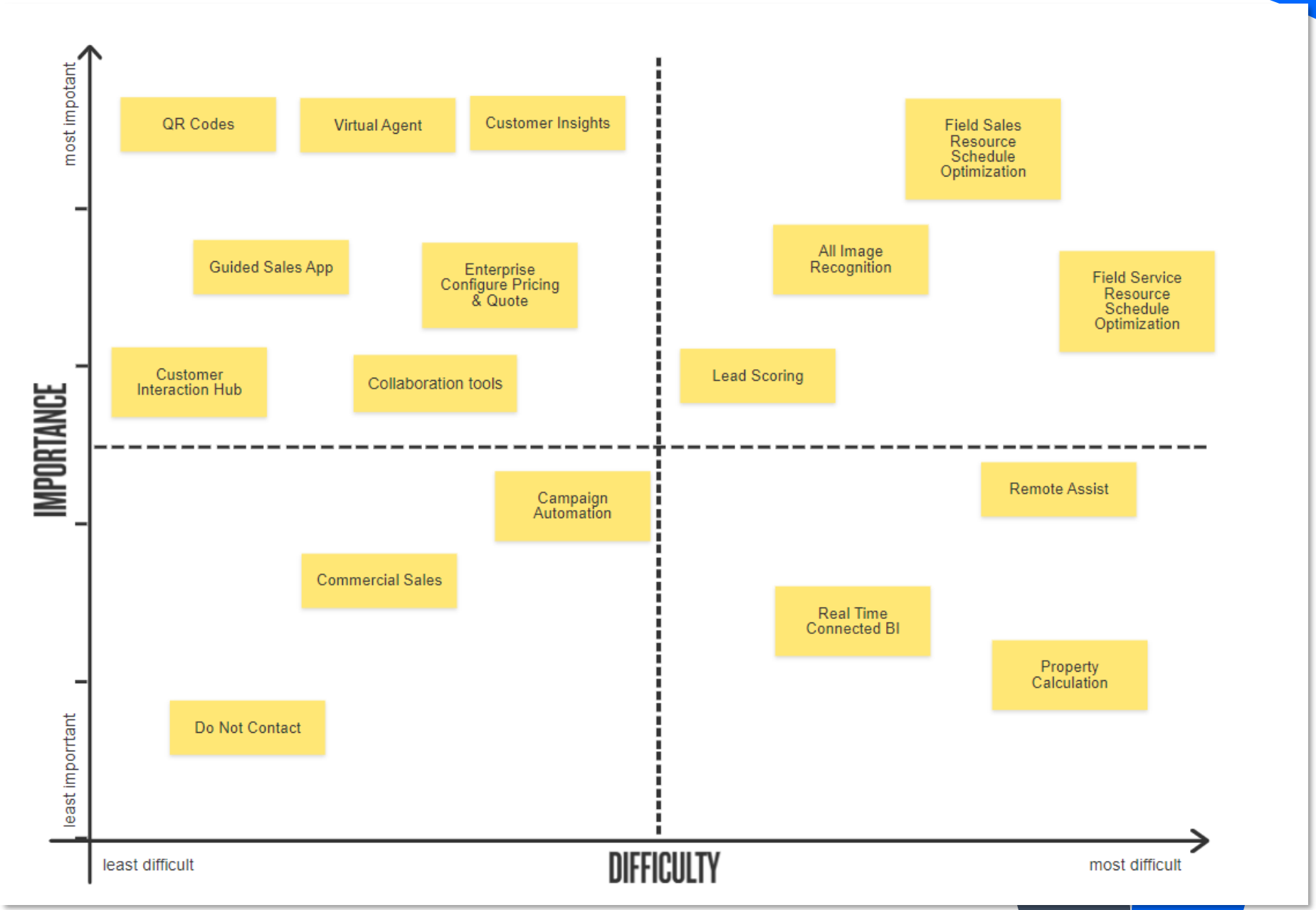
Solve business critical problems

Build solutions at scale



Extend and scale your development across pro code and developer tools


MARKETING
ACQUISITION
Market Planning
Channel Propensity
High Propensity List Purchase
Lead Scoring
360 Customer Profile w/ Interaction History
Forecasting
Resource Budgeting
AI Segmentation
CONVERSION
Campaign Branching
Real Time Campaign Perf Data
Multi-channel Campaign Activities
Real Time Reporting Visibility and Resource Pooling
Lead Scoring
RETENTION
Churn Propensity Input to Campaign
Do Not Contact
Advocacy Identification
360 Customer Profile w/ Interaction History
COST REDUCTION
Channel Optimization
Reduced Disconnected Analytics Tools
Application Rationalization


most impotant
IMPORTANCE
least importtant
QR Codes
Virtual Agent
Customer Insights
Field Sales Resource Schedule Optimization
Guided Sales App
Enterprise Configure Pricing & Quote
All Image Recognition
Field Service Resource Schedule Optimization
Customer Interaction Hub
Collaboration tools
Lead Scoring
Campaign Automation
Remote Assist
Commercial Sales
Real Time Connected BI
Property Calculation
Do Not Contact
least difficult
DIFFICULTY
most difficult

Podjęcie decyzji na przykładzie reakcji na ryzyko

- unik
- redukcja
- akceptacja
- plan rezerwowy
- przeniesienie
- współdzielenie

WHAT IS THE CONCEPT CALLED?

WHO IS IT FOR?

WHAT PROBLEM DOES IT SOLVE?

WHAT IS THE BIG IDEA?

ILLUSTRATE HOW IT WORKS?

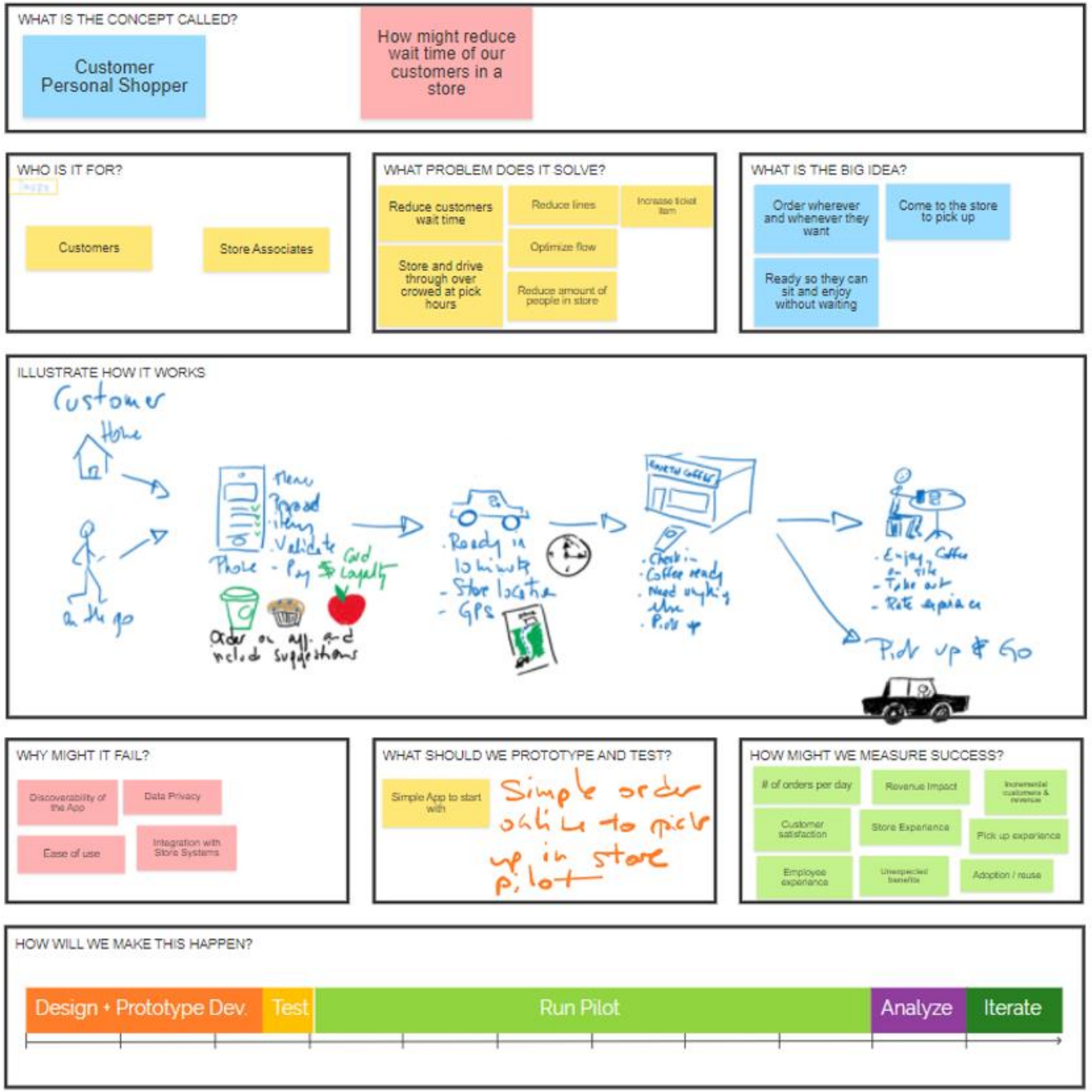
WHY MIGHT IT FAIL?

WHAT SHOULD WE PROTOTYPE & TEST?

HOW MIGHT WE MEASURE SUCCESS?

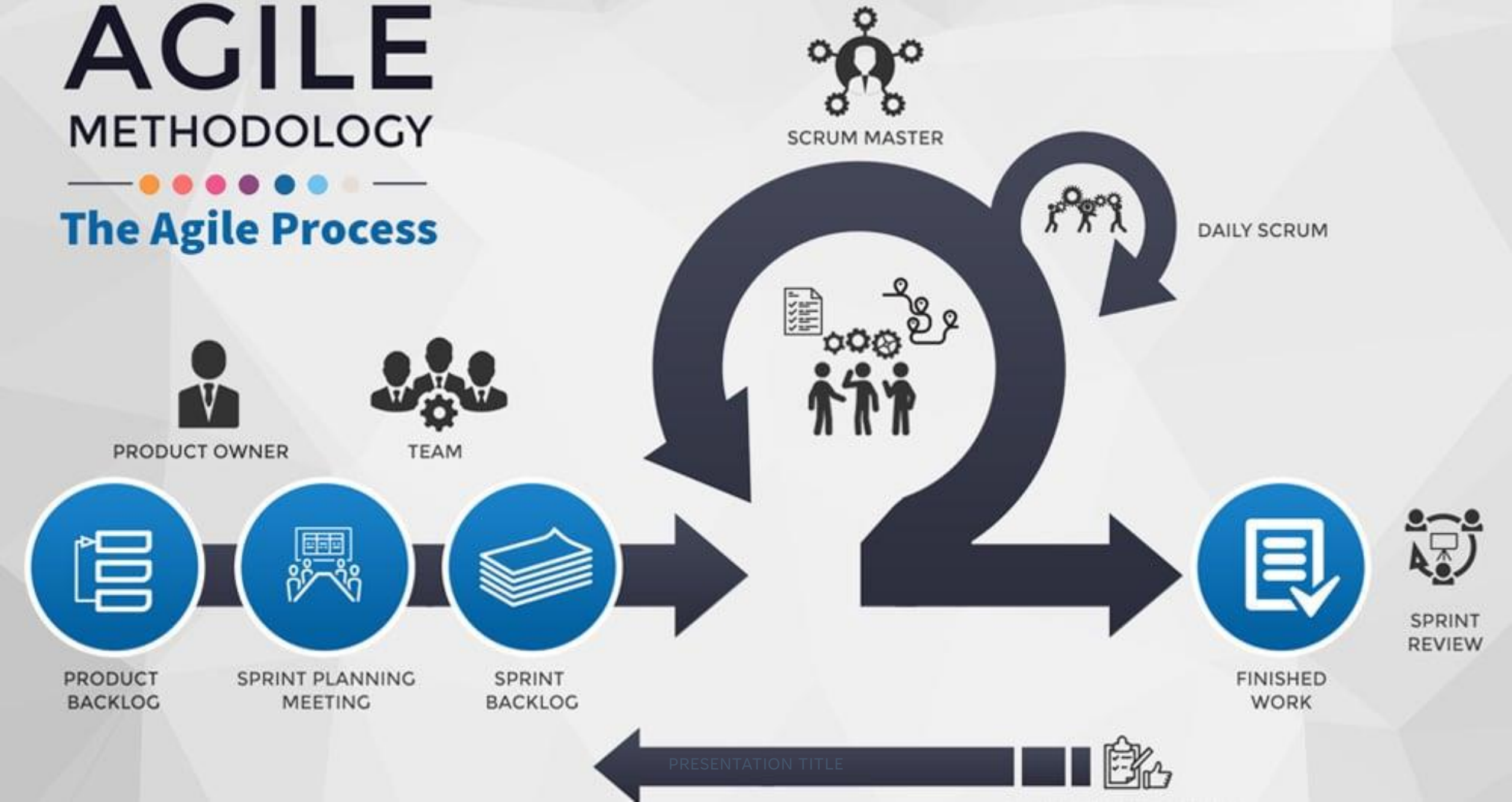
HOW WILL WE MAKE THIS HAPPEN?

Example


WHAT IS THE CONCEPT CALLED?
Customer Personal Shopper
How might reduce wait time of our customers in a store
WHO IS IT FOR?
Customers
Store Associates
WHAT PROBLEM DOES IT SOLVE?
Reduce customers wait time
Reduce lines
Increase ticket item
Optimize flow
Store and drive through over crowed at pick hours
Reduce amount of people in store
WHAT IS THE BIG IDEA?
Order wherever and whenever they want
Come to the store to pick up
Ready so they can sit and enjoy without waiting
ILLUSTRATE HOW IT WORKS
Customer
Home
Phone
Ready in 10 minutes
Store location
GPS
Pick up & Go
WHY MIGHT IT FAIL?
Discoverability of the App
Data Privacy
Ease of use
Integration with Store Systems
WHAT SHOULD WE PROTOTYPE AND TEST?
Simple App to start with
Simple order online to pick up in store pilot
HOW MIGHT WE MEASURE SUCCESS?
# of orders per day
Revenue Impact
Incremental customers & revenue
Customer satisfaction
Store Experience
Pick up experience
Employee experience
Unexpected benefits
Adoption / reuse
HOW WILL WE MAKE THIS HAPPEN?
Design + Prototype Dev.
Test
Run Pilot
Analyze
Iterate

AGILE METHODOLOGY

The Agile Process



🚙 Scaling

Action list

- Engage with IT
- Establish Robust Governance
- Strengthen IT Collaboration
- Replicate Across Business Units

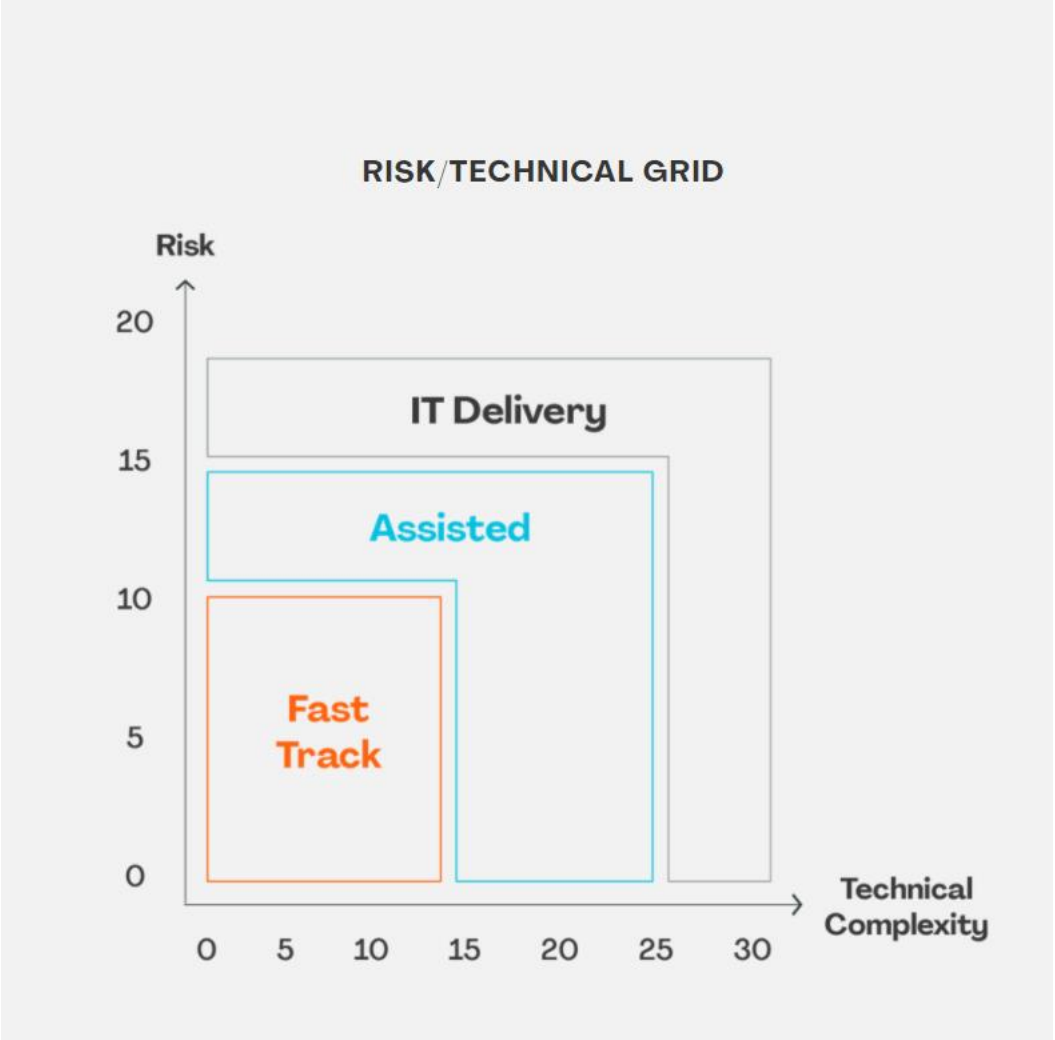
Questions

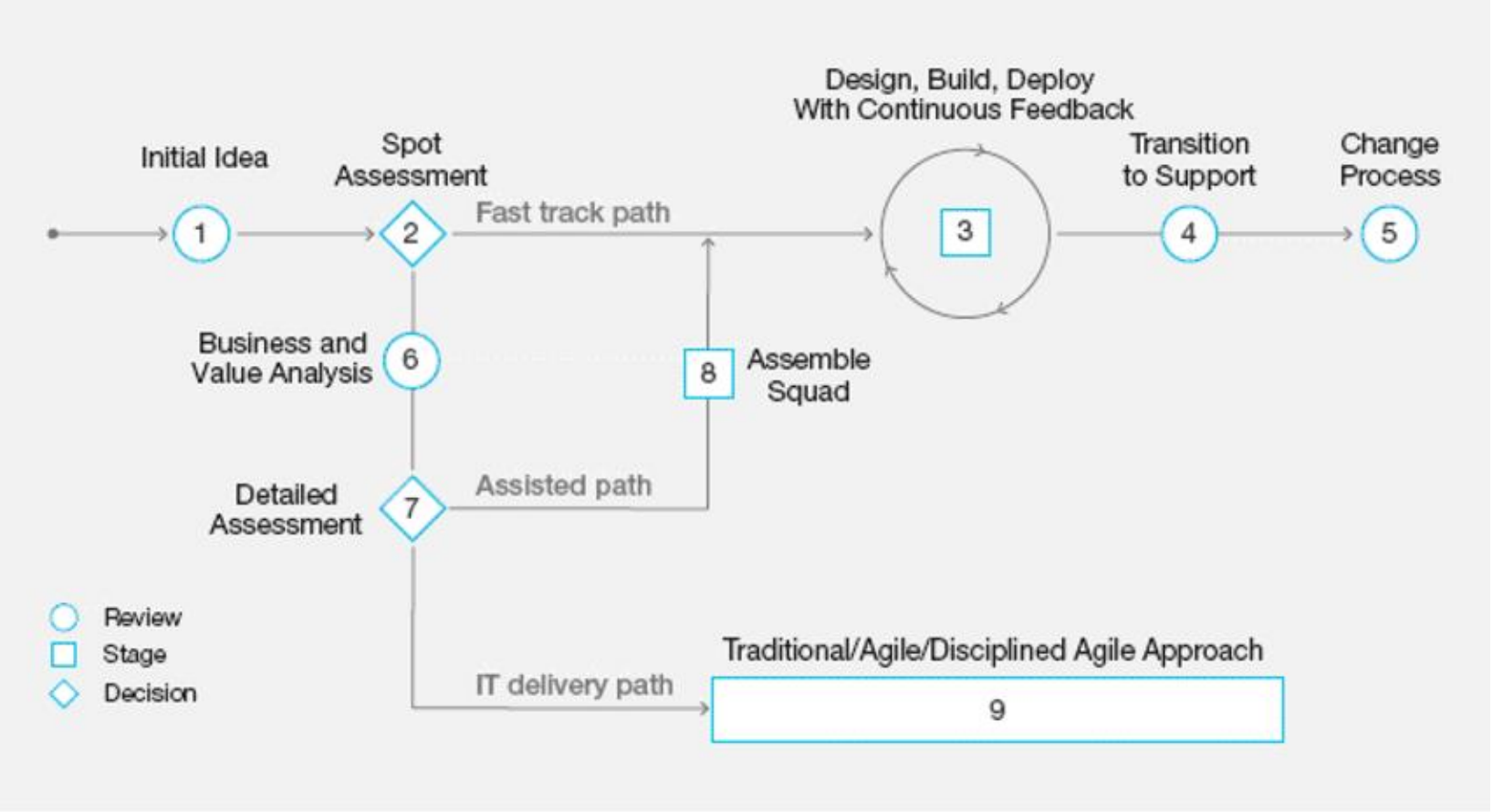
- What mechanisms are in place to measure the success and impact of the CD initiative on a larger scale?
- How do we ensure that the collaboration between IT and Citizen Developers remains effective and efficient in a co-delivery model?
- What are the potential risks of scaling CD, and how are we mitigating them?
- What is the long-term vision for Citizen Development in the organization, and how does the Scaling Phase align with that vision?

Tools

- Areas recognition
- Teaching skills
- Power Platform CoE equivalent

Risk category	Description	Mark
Security	Potential breaches of confidentiality, data loss, and uncontrolled user access. • Low risk: There is low exposure to any of the mentioned items. • Medium risk: The potential risks can be mitigated if an expert is brought on board. • High risk: Citizen development is not the idea solution given the high-security risks.	
Operational IT	Acceptable rules to create, manage, maintain, and use IT. • Low risk: The application can be easily created, managed, maintained, and used according to the organizations IT standards. • Medium risk: The application can comply with operational IT requirements if an expert is involved. • High risk: Some of the conditions can't be met using citizen development.	
IT Architecture	Rules to build, modify', and interface IT resources. • Low risk: The project does not negatively affect other systems or require extensive integration with the wider organizations environment. • Medium risk: Some complex integration can be required; therefore, external help is needed. • High risk: The project requires extensive integration with other systems or affects the wider organizations environment.	
Regulatory	External laws, industry standards, or compliance requirements. • Low risk: There is low exposure to any of the mentioned items. • Medium risk: Citizen development can comply with regulatory' requirements, but needs the involvement of an expert. • High risk: Citizen development is not the idea solution given the high level of regulatory risk.	
Reputational	Potential loss of brand perception, social capital, or market share. • Low risk: There is a low risk to the organization's reputation as the app doesn't use sensitive data or negatively affect third parties, following accepted social guidelines. • Medium risk: There is some reputational risk associated with the app so an expert must be brought in to ensure the risk is mitigated. • High risk: There is high reputational risk due to highly sensitive data being processed and/or the app being a key-way in which an organization interacts with their customer.	
Financial	Potential impact on revenue. • Low risk: The app has little to no impact on the business processes that	




Design, Build, Deploy
With Continuous Feedback
Initial Idea
Spot
Assessment
Transition
to Support
Change
Process
Fast track path
1
2
3
4
5
Business and
Value Analysis
6
8
Assemble
Squad
Detailed
Assessment
7
Assisted path
Review
Stage
Decision
Traditional/Agile/Disciplined Agile Approach
IT delivery path
9

🚙 Strategy

Action list

- C-level Engagement and Alignment
- Train and Mentor
- Expand Training Programs
- Community Building
- Stay Updated with Technological Advances

Questions

- How will the organization maintain the agility of CD while upholding the rigor of governance and auditing mechanisms?
- How will the organization manage IT & CD knowledge stay up to date?
- Are there plans to externally showcase the success of the CD initiative, potentially as a thought leader in the space?
- How will the organization ensure that the CD initiative remains aligned with changing business goals and market dynamics?

Tools

- Business Assessment

ORGANIZACJA

- Jakie są kluczowe (i odważne) cele organizacji? Jaki jest ich obecny stan realizacji i jakie konkretne mierniki określają stopień ich realizacji? Jaki jest oczekiwany czas realizacji danych celów?
- Jakie są kluczowe wartości firmy?
- Jak firma realizuje Cele Zrównoważonego Rozwoju (ESG)?
- Jakie są główne obszary operacyjne biznesu? Które z nich będą podlegać usprawnieniom, modyfikacjom? (np; Obsługa Klienta, Zakupy, Sprzedaż, Marketing, Księgowość itd.)
- Które obszary biznesu są najbardziej czasochłonne pod kątem pracy, generują najwięcej błędów operacyjnych, jest w nich największy potencjał na zautomatyzowanie powtarzalnych procesów? Które mają priorytet z perspektywy celów strategicznych? (np; Obsługa klienta: Duża ilość czasu na rozwiązywanie problemów, Finanse: Czasochłonność generowania raportów, długie procesowanie obiegu faktur i procesu ich akceptacji, ograniczona możliwość generowania analiz strategicznych wykorzystując dane z różnych systemów; Zakupy: utrudniona porównywalność realizowanych zakupów w poszczególnych jednostkach)

DOJRZAŁOŚĆ IT I LOW-CODE

- Kto ma w kompetencjach zarządzanie wsparciem rozwoju biznesu za pomocą rozwiązań IT?
- Czy prace rozwojowe są realizowane na bieżąco czy reaktywnie?
- Czy prace są realizowane wewnętrznie czy zewnętrznie?
- Ile łącznie MD prac rozwojowych jest prowadzonych w skali roku?
- Jak wygląda proces wytwórczy? Czy jest stosowane podejście Agile?
- Czy jest powołany zespół Center of Excellence w obszarze Low-Code?
- Jakie są główne przyczyny zainteresowania podejście Low-Code? (np.: Niedobór programistów, Przestarzałe systemy, Niezgodność z potrzebami biznesowymi, Brak funduszy na niekrytyczne aplikacje biznesowe, Brak interfejsów API i usług, Brak aplikacji biznesowych dla użytkowników biznesowych

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Analysis workshops questions

1. **Current state/situation**

   Let's talk about your current state. What does your world look like today and what's not optimal that you want addressed?

2. **Future state**

   What does we want our world to look like tomorrow? What are some of your top objectives and critical business outcomes that you want to see realized?

3. **Bridge**

   What steps are you currently taking or planning on taking to get to that future state?

4. **Why now?**

   What is at stake or the condition that requires action now? Is there any urgent or important events or dates we need to be aware of or consider as we move forward?

Analysis workshops questions

5. Define success

What is the expected outcome to achieve this vision? What does success look like when this is in place? By when do you want this outcome to occur?

6. Declare challenges

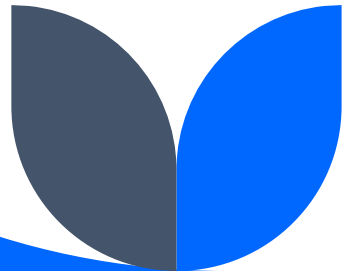
What challenges currently stand in the way? What has or will hold us back from being successful in achieving those goals?

7. Stakeholder groups

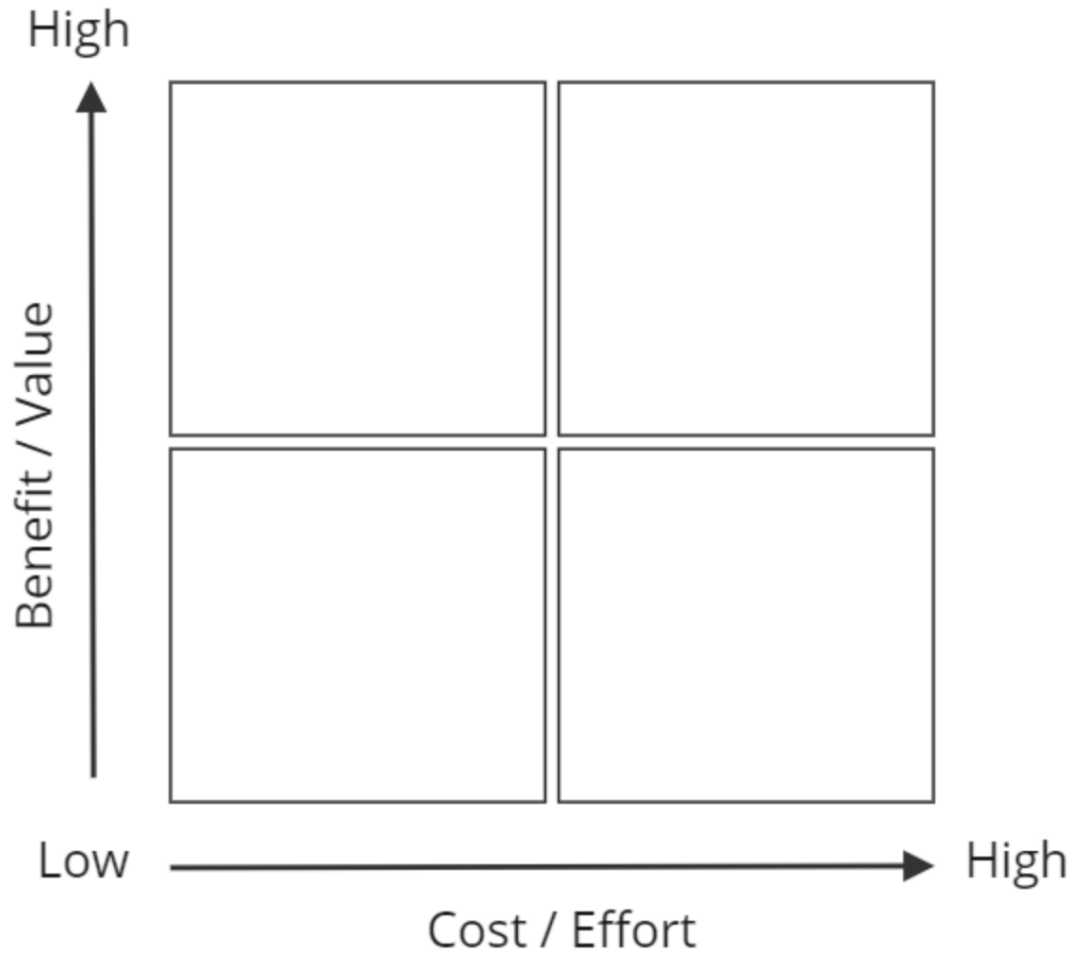
Who are the groups of people that should be included in working on a solution around this? Or who needs to be informed or updated about this is we do something?

8. Concerns/Questions

If we do this workshop, do you have any concerns or questions that we should be aware of?



Prioritization Matrix



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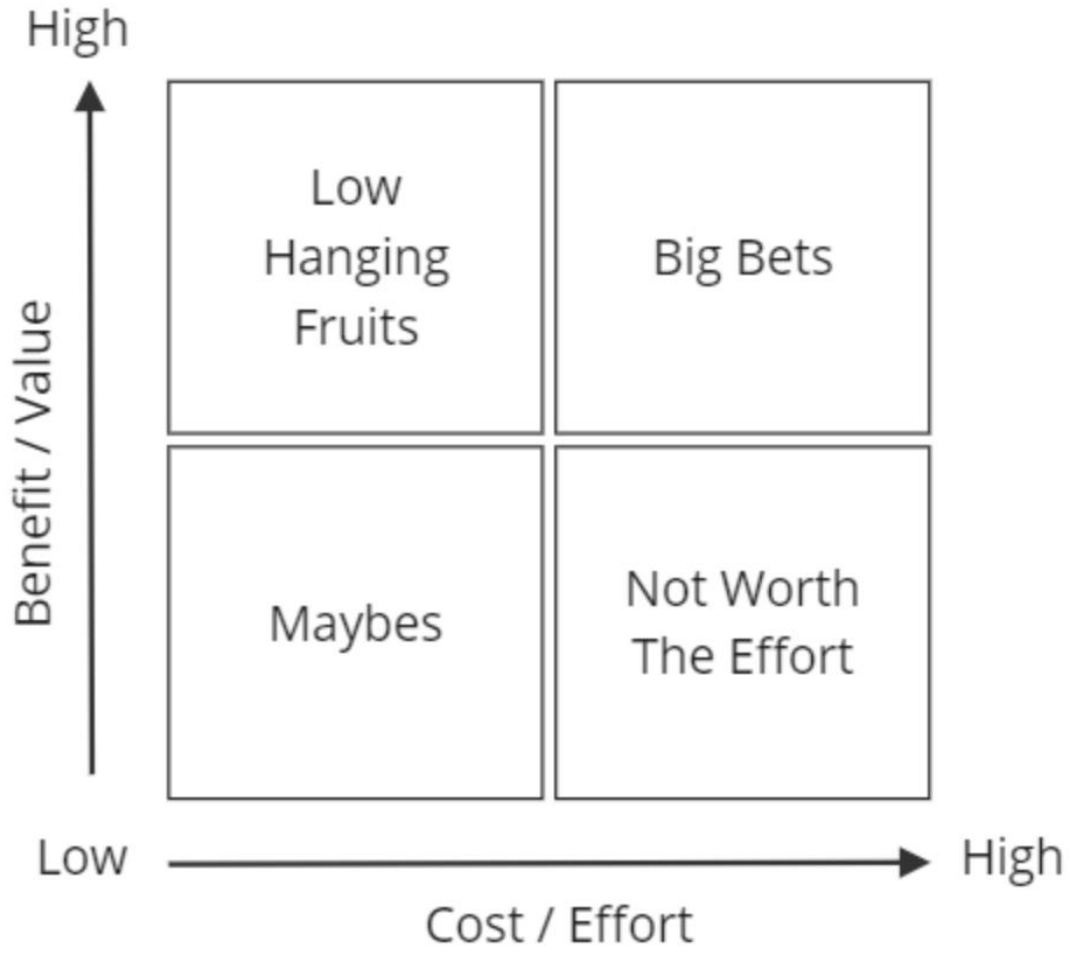
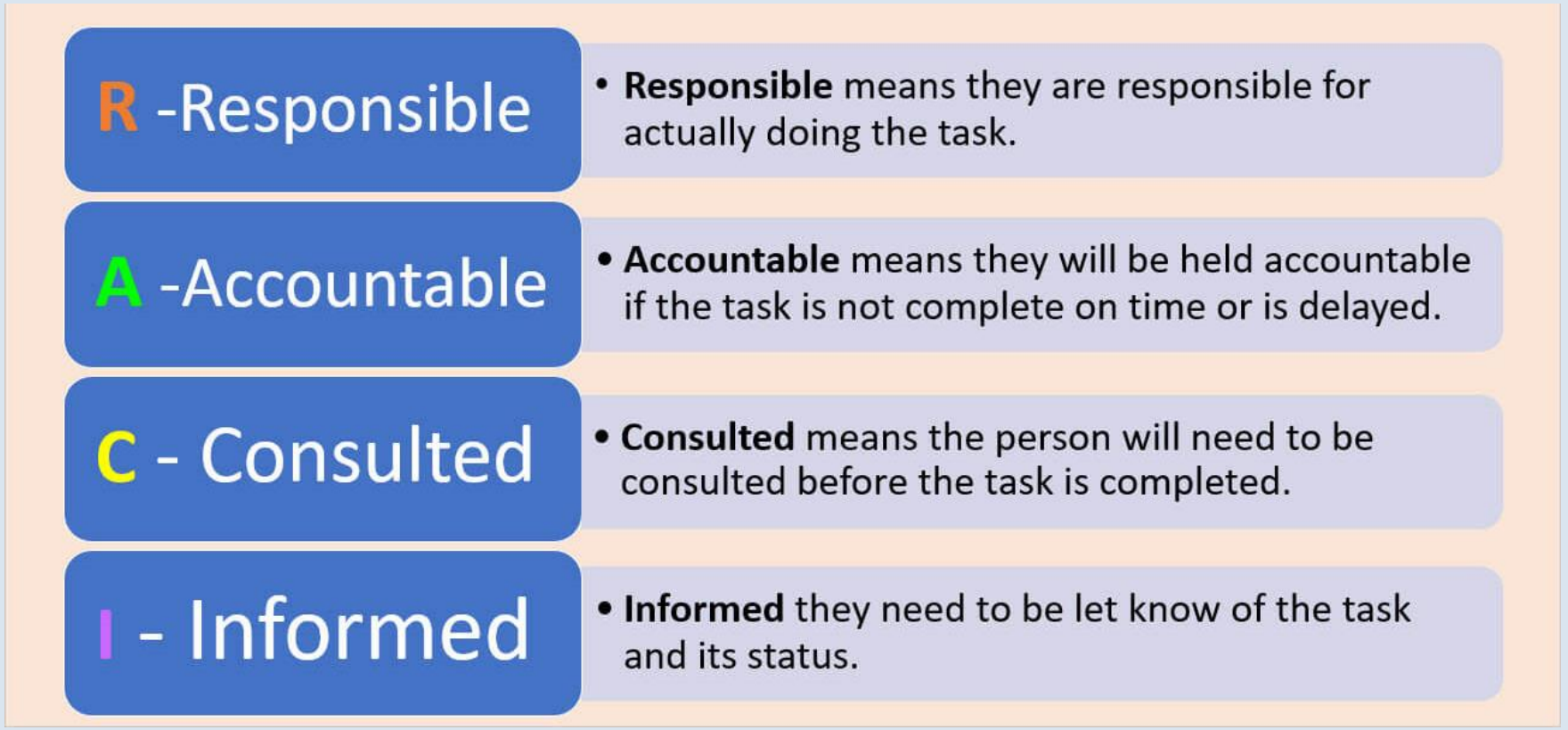
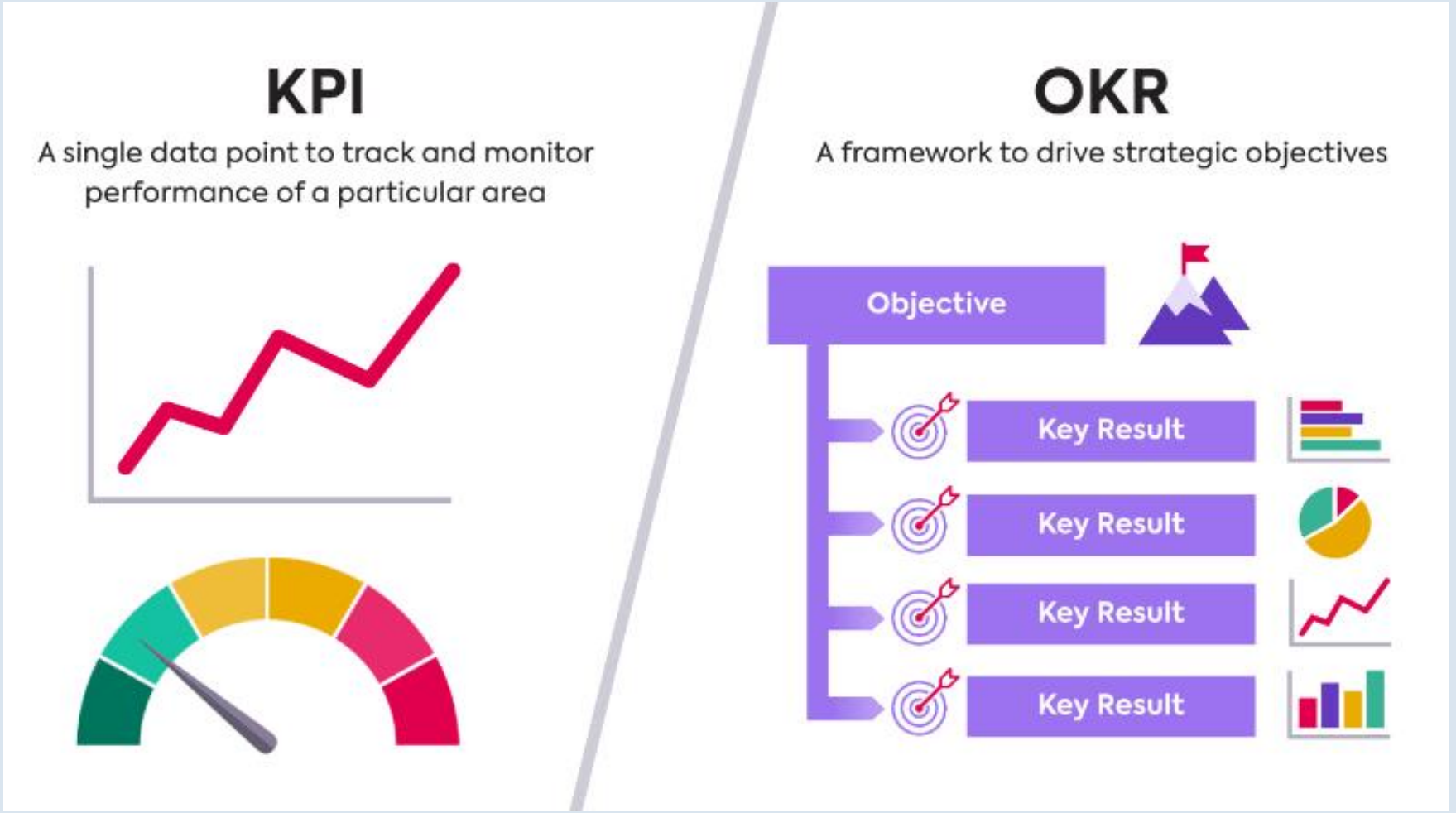


RACI MATRIX


R -Responsible
• **Responsible** means they are responsible for actually doing the task.
A -Accountable
• **Accountable** means they will be held accountable if the task is not complete on time or is delayed.
C - Consulted
• **Consulted** means the person will need to be consulted before the task is completed.
I - Informed
• **Informed** they need to be let know of the task and its status.

KPI


KPI
A single data point to track and monitor performance of a particular area
OKR
A framework to drive strategic objectives
Objective
Key Result
Key Result
Key Result
Key Result

SMART

Optimization of Price Change Acceptance Process Time and Stakeholder Engagement through Automation

Specific

- Implement an automated workflow for the price change acceptance process to streamline stakeholder involvement and reduce the time required to finalize price changes.

Measurable

- Decrease the average time taken to complete the price change acceptance process by 50%, while ensuring that all necessary stakeholders are engaged in each instance.

Achievable

- With the current manual process benchmarked, introducing automated workflows and alerts is a realistic objective that can be met with our existing technology stack and process change management practices.

Relevant

- Accelerating the price change acceptance process is crucial for responding to market fluctuations swiftly, maintaining pricing competitiveness, and reducing time-to-market for new pricing strategies. This KPI is pertinent to our goals of agility and efficiency.

Time-bound

- Accomplish the targeted reduction in the process time within 6 months after the automation system goes live, with interim progress evaluations on a monthly basis.

MVP

Minimal

The most rudimentary, bare-bones foundation of the solution possible

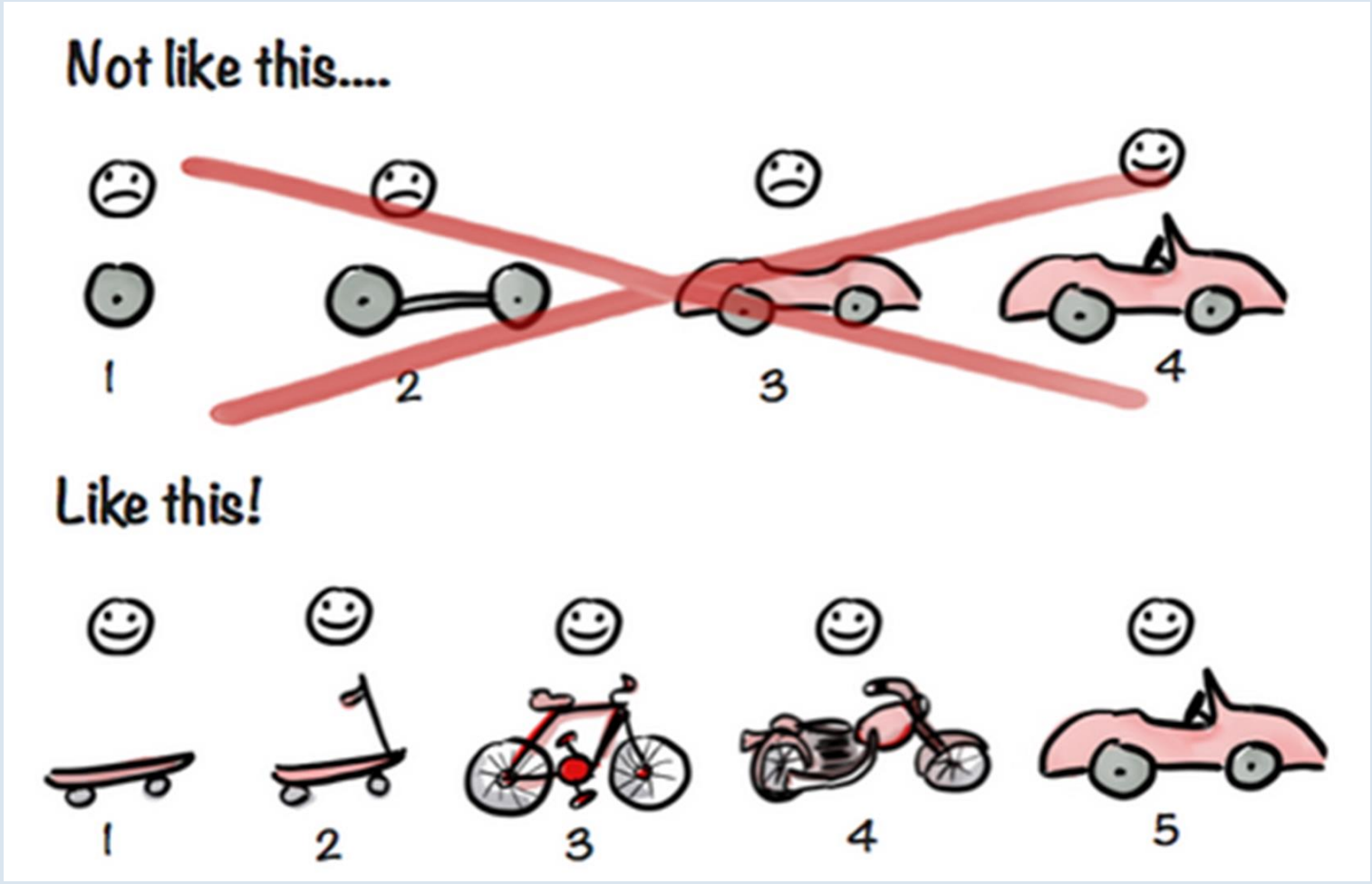
Viable

Sufficient enough for early adopters

Product

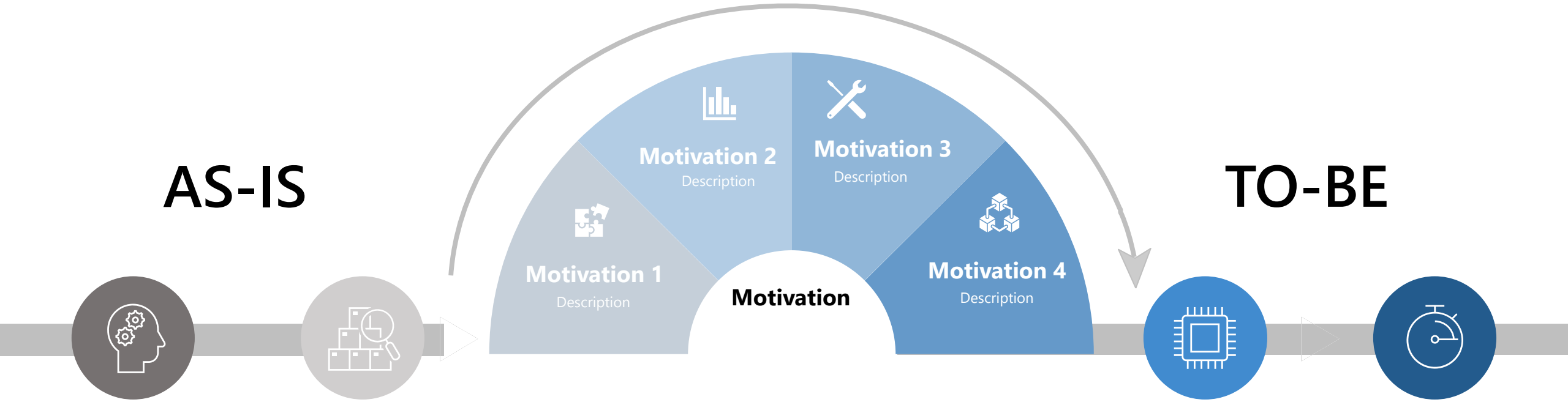
Something tangible customers can touch and feel

MVP



STATE ANALYSIS

AS-IS



TO-BE

Characteristic 1

Description

Characteristic 2

Description

Business Value Outcomes

Benefit 1
Benefit 2
Benefit 3
Benefit 4

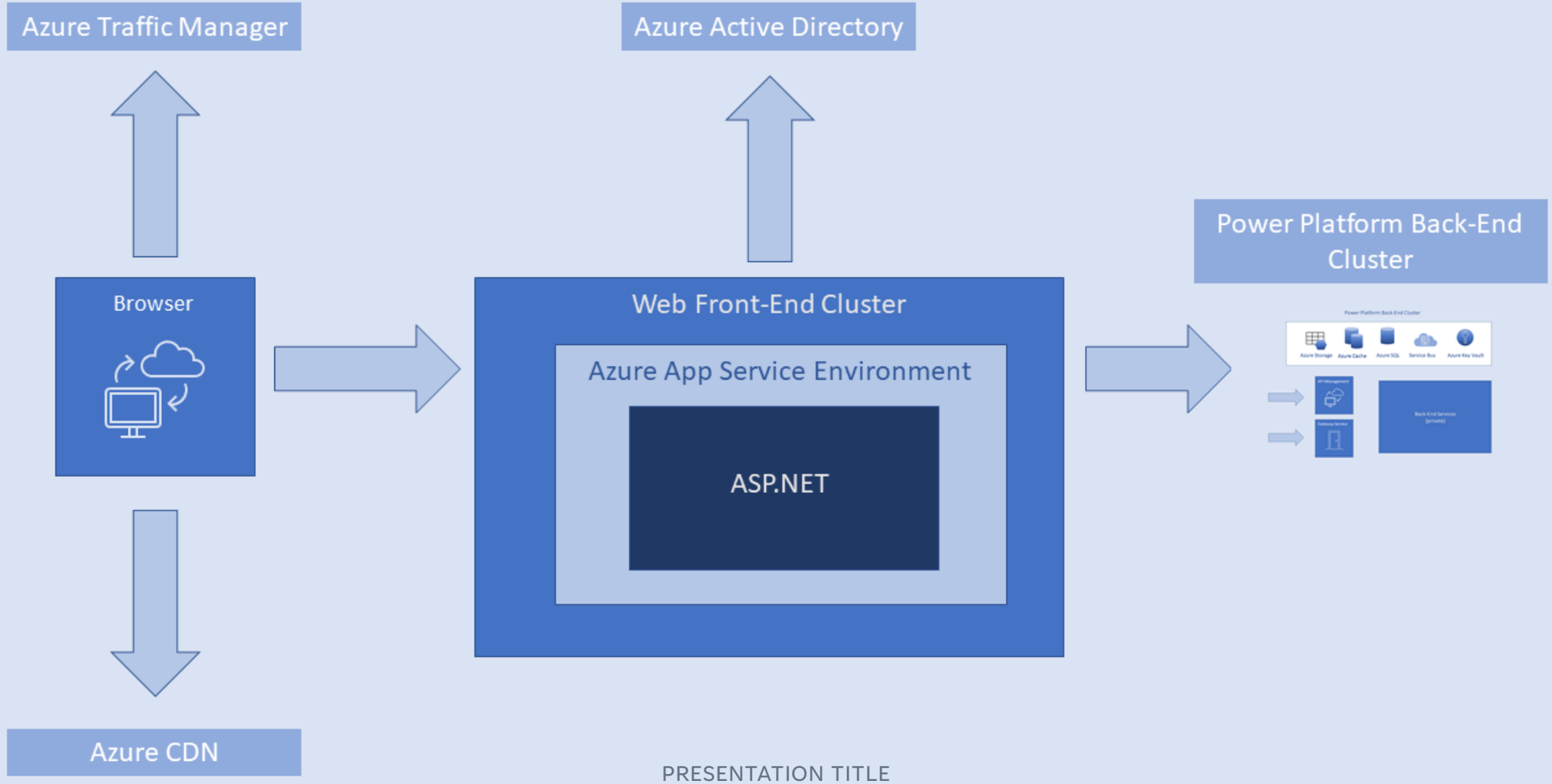
Characteristic 3

Description

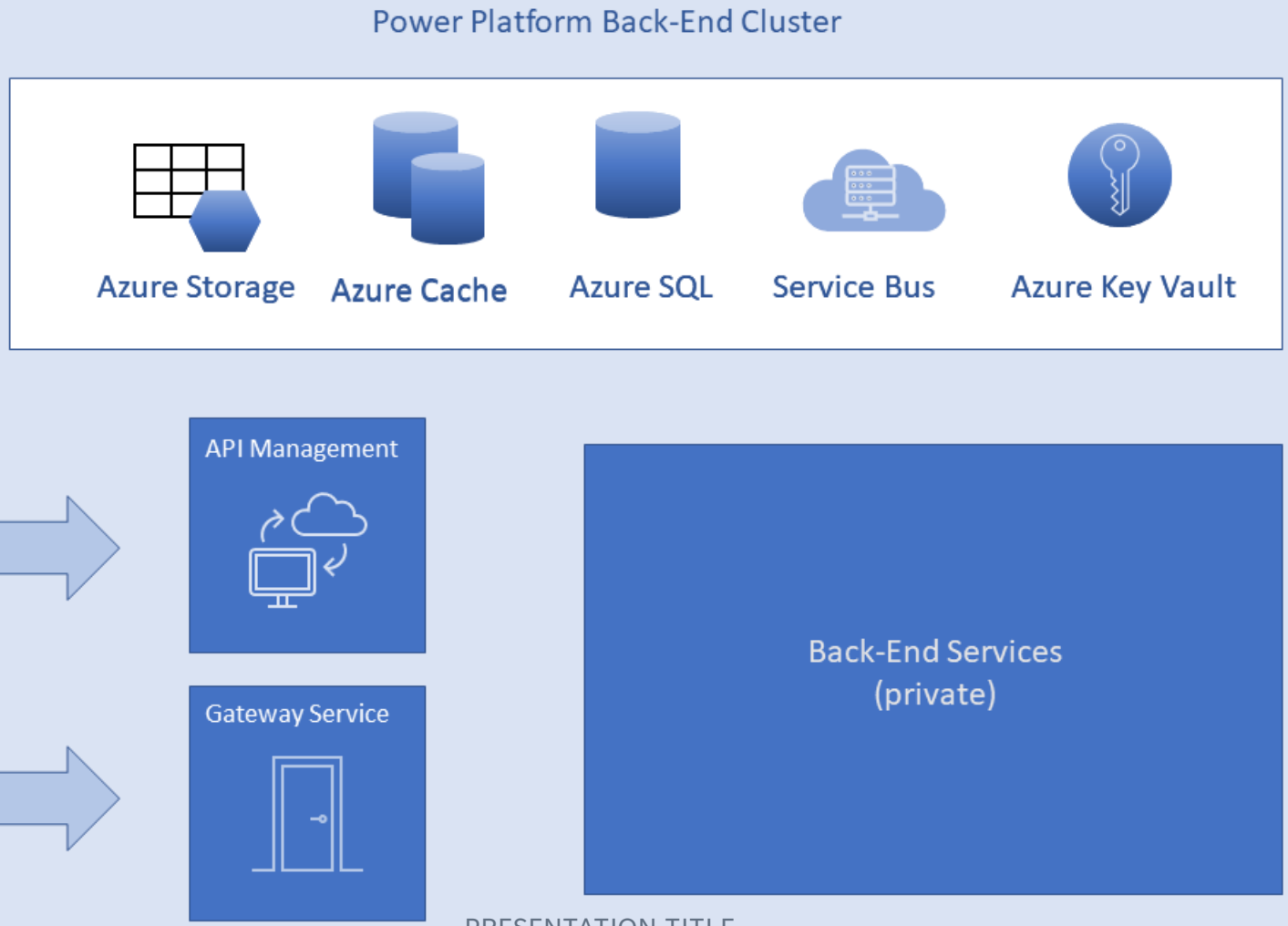
Characteristic 4

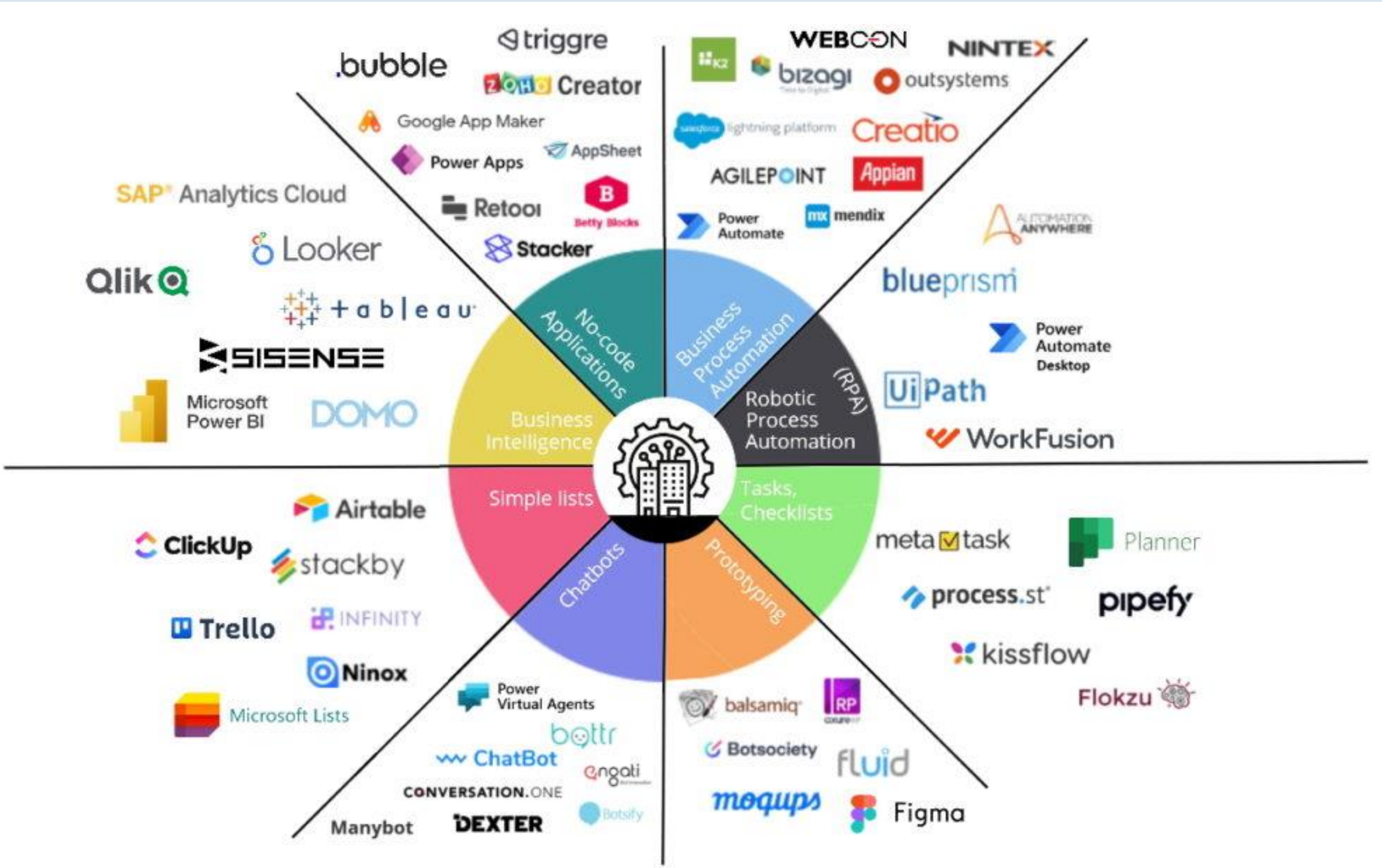
Description

Web front-end cluster



Power Platform back-end cluster

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bubble
ZOHO Creator
Google App Maker
Power Apps
AppSheet
Retool
Betty Blocks
Stacker
SAP Analytics Cloud
Looker
Qlik
tableau
SISENSE
Microsoft Power BI
DOMO
No-code Applications
Business Intelligence
WEBCON
NINTEX
K2
bizagi
outsystems
salesforce lightning platform
Creatio
AGILEPOINT
Appian
Power Automate
mendix
Business Process Automation
Robotic Process Automation (RPA)
AUTOMATION ANYWHERE
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Power Automate Desktop
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ClickUp
stackby
Trello
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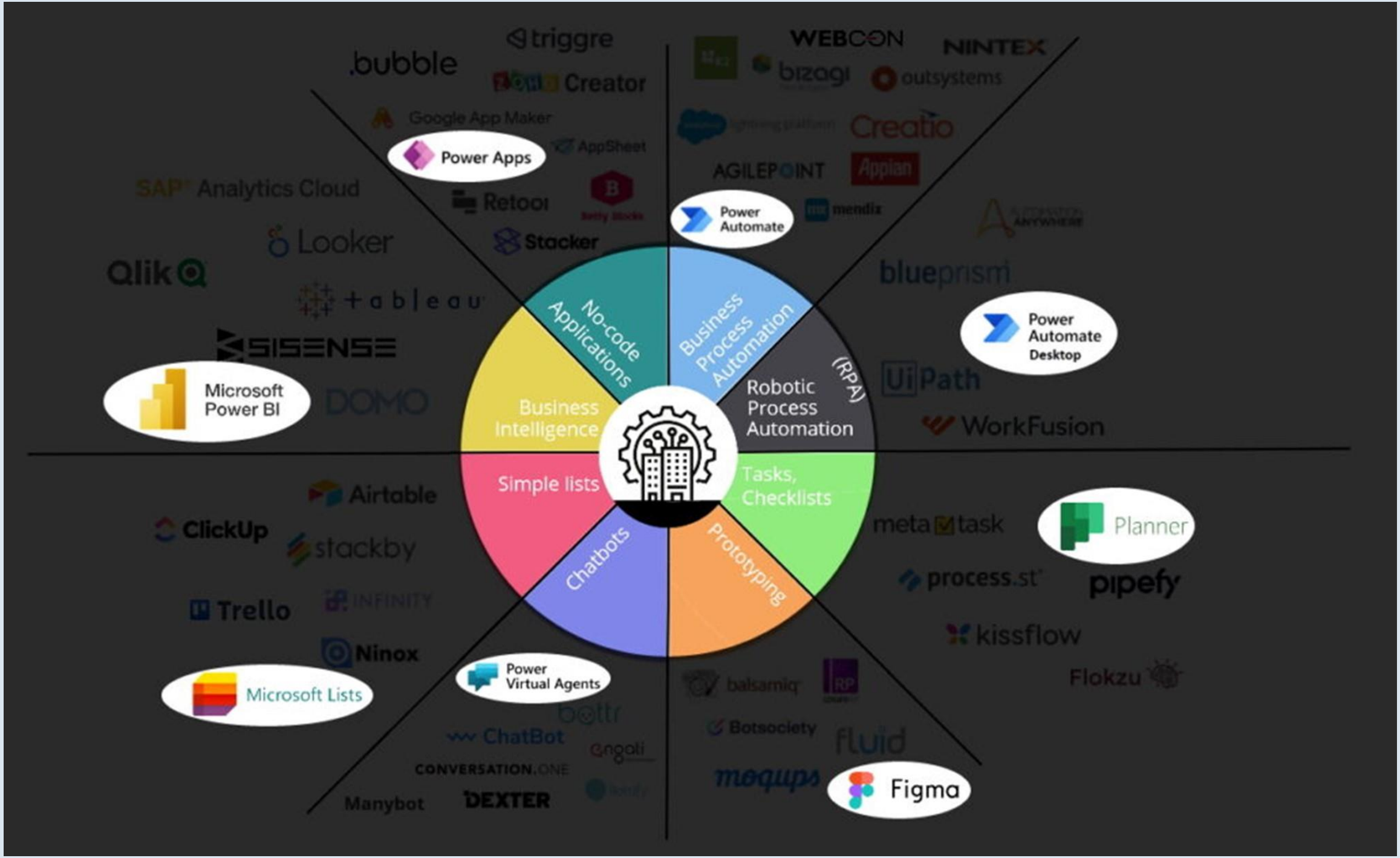
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Power Apps
AppSheet
Retool
Stacker
SAP Analytics Cloud
Looker
Qlik
+ableau
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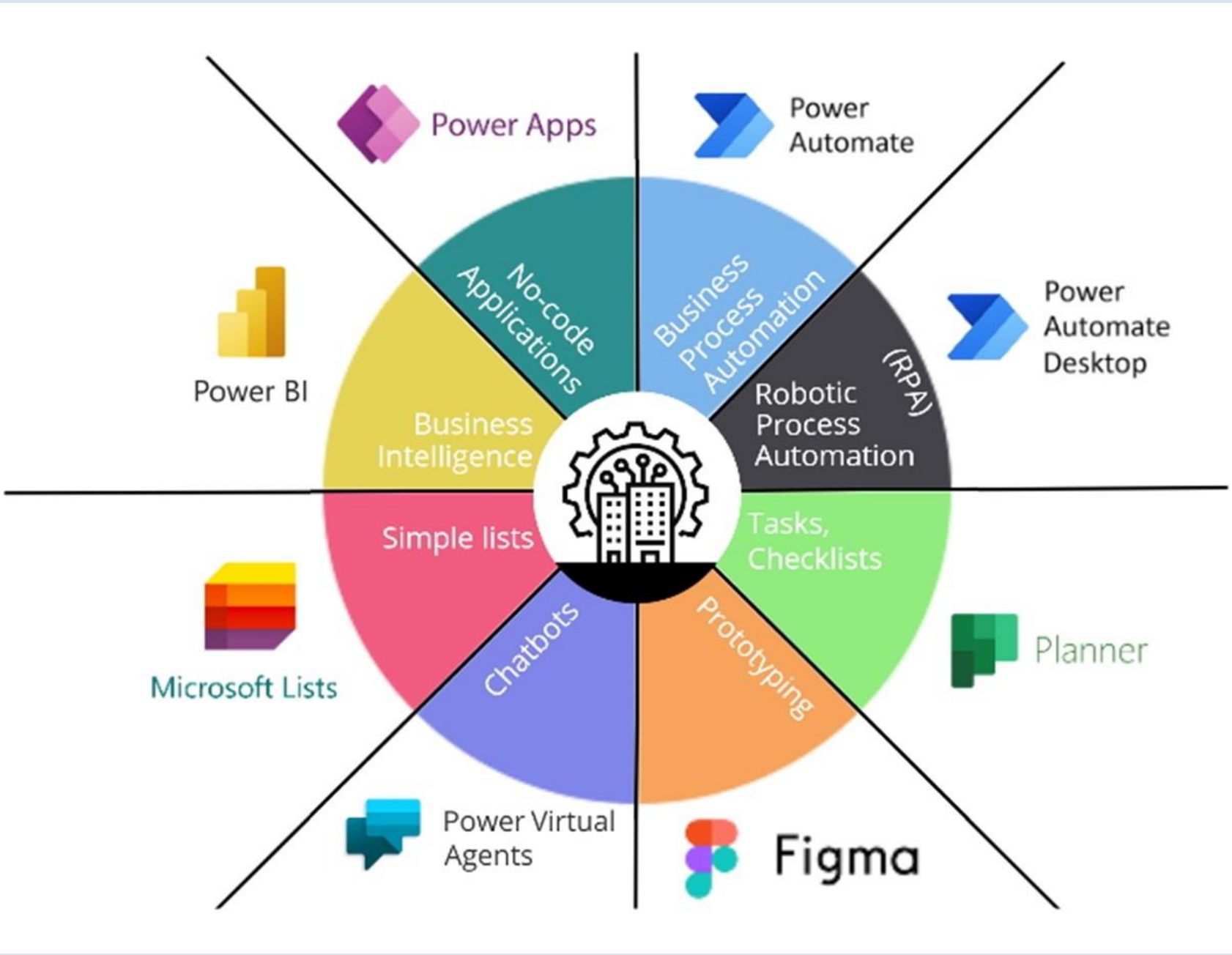
Microsoft Power BI
DOMO
WEBCON
NINTEX
bizagi
outsystems
Creatio
AGILEPOINT
Appian
mendix
Power Automate
blueprism
Power Automate Desktop
UiPath
WorkFusion
No-code Applications
Business Process Automation
Robotic Process Automation (RPA)
Business Intelligence
Simple lists
Tasks, Checklists
Chatbots
Prototyping
Airtable
ClickUp
stackby
Trello
INFINITY
Ninox
Microsoft Lists
Power Virtual Agents
ChatBot
CONVERSATION.ONE
Manybot
DEXTER
balsamiq
Botsociety
fluid
moqups
Figma
meta task
Planner
process.st
pipefy
kissflow
Flokzu

1. Leadership pos
2. EU compliance
3. Ecosystem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Figma

Governance and monitoring

POWER PLATFORM ADMIN CENTER

- Establish tenant and environment level DLP Policies
- Manage permissions and access
- Enable approval proces for new solutions

MICROSOFT PURVIEW

- Report on resource usage
- Monitor data usage, integrations and user access
- Set up sharing alerts and mitigations

CENTER OF EXCELLENCE KIT

- sync all your low code resources into tables and build admin apps on top of that to help you get more visibility of the apps, flows, and makers in your environment
- Adds approval proces which gathers additional information about your apps from your makers, or audit specific connectors or app usage.
- Contains nurturing components with best practices and templates for existing and new makers

Power Platform Admin Center

Environments	View, create, and manage your environments. Select an environment to see details and manage its setting
Analytics	Get a detailed view of key metrics for Microsoft Power Platform apps
Billing	View a summary of environments in your tenant requiring licensing attention and license consumption for your environments
Data	View and manage various policies for your tenant and environments. Especially: Data policy, Tenant isolation policy, Customer Lockbox policy, Enterprise policies, Billing policies
Data integration	Point-to-point integration service used to integrate data into Dataverse. It also supports integrating data into finance and operations apps and Dynamics 365 Sales.
Help + support	Get a list of self-help solutions or create a support ticket for technical support **Note**: Although, you administer Power BI using the Power BI admin portal, you request support for Power BI through Help + support in the Power Platform admin center.
Resources	View and manage resources in your tenant and environments
Settings	Manage settings for all environments in your tenant
Policies	Manage your cloud and data gateway connections

Microsoft Purview +

Microsoft Purview +

- Audit
- Communication Compliance
- Compliance Manager
- Data Lifecycle Management
- eDiscovery

Microsoft Purview Logs +

Over 30+ log activities types, among others:

- Created app
- Edited app
- Deleted app
- Launched app
- Published app
- Marked app as Featured
- Edited app permission
- Restored app version
- Patched app
- Deleted app version
- Consented to app's APIS
- Admin modified app owner
- Admin set bypass consent state
- Imported new canvas app

Microsoft Purview Logs +

Cloud flows

- Created flow
- Edited flow
- Deleted flow
- Edited flow permlssicns
- Deleted flow permissions
- Started a Flow paid trial
- Renewed a Flow paid trial

Hosted RPA flows

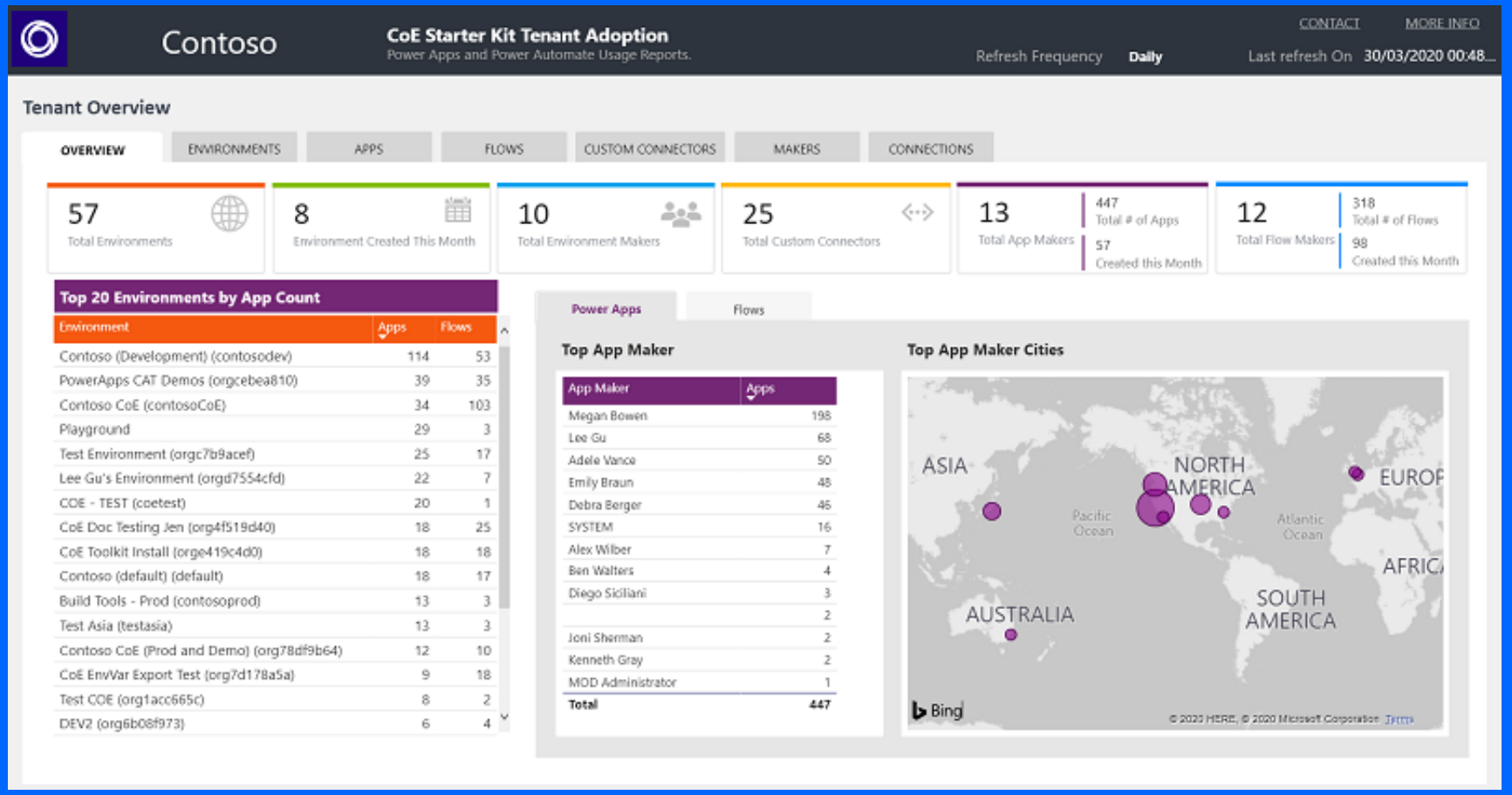
- Created hosted machine group
- Created hosted machine
- Deleted hosted machine

Microsoft Purview Logs +

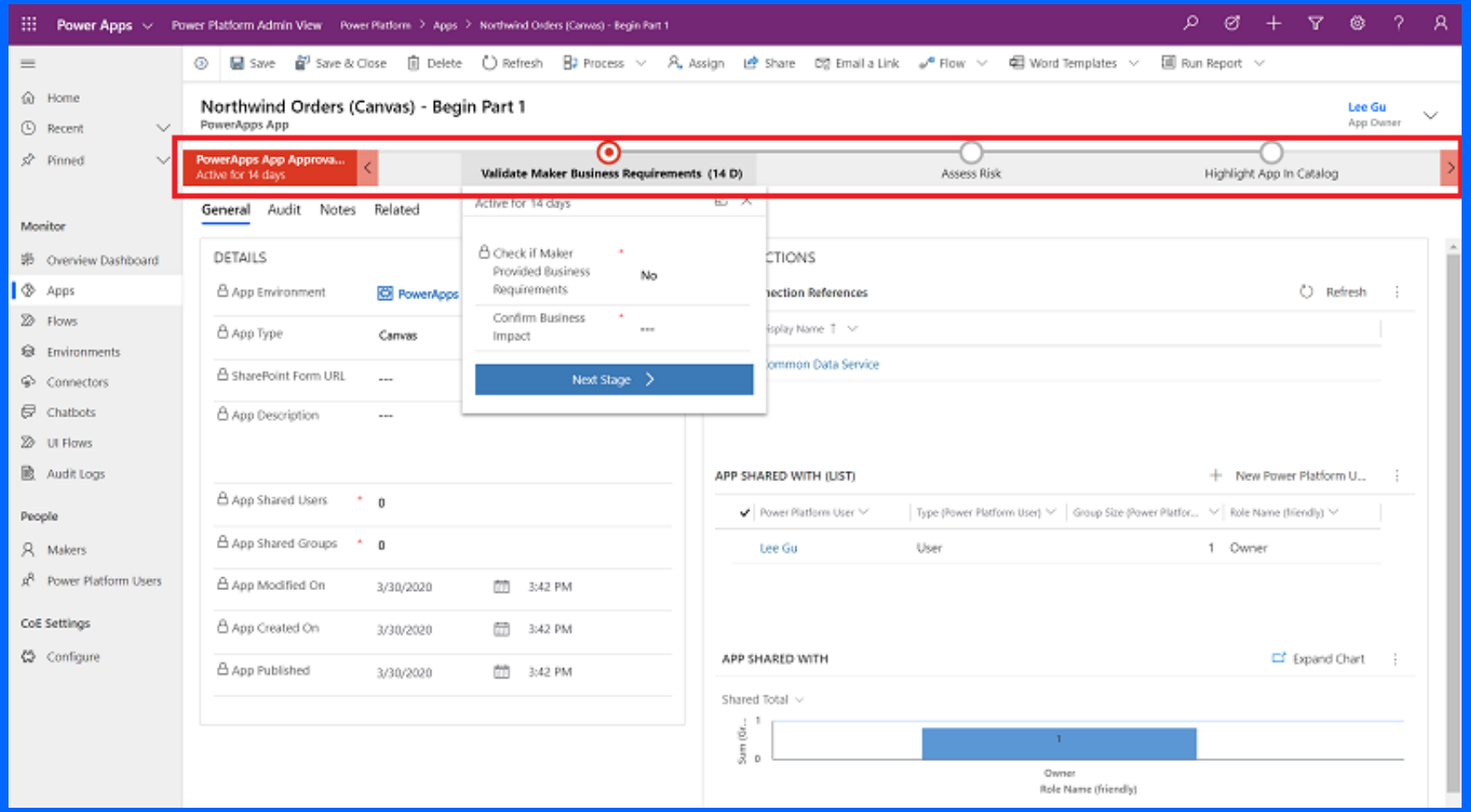
Over 150+ log activities types, among others:

- Viewed Power Bl dashboard
- Created Power Bl dashboard
- Edited Power Bl dashboard
- Shared Power Bl dashboard
- Printed Power Bl dashboard
- Viewed Power Bl tile
- Exported Power Bl tile data
- Downloaded Power Bl report
- Viewed Power BI metadata
- Retrieved Power Bl group members
- Created Power BI app
- Added data source to Power BI gateway
- Shared Power BI report

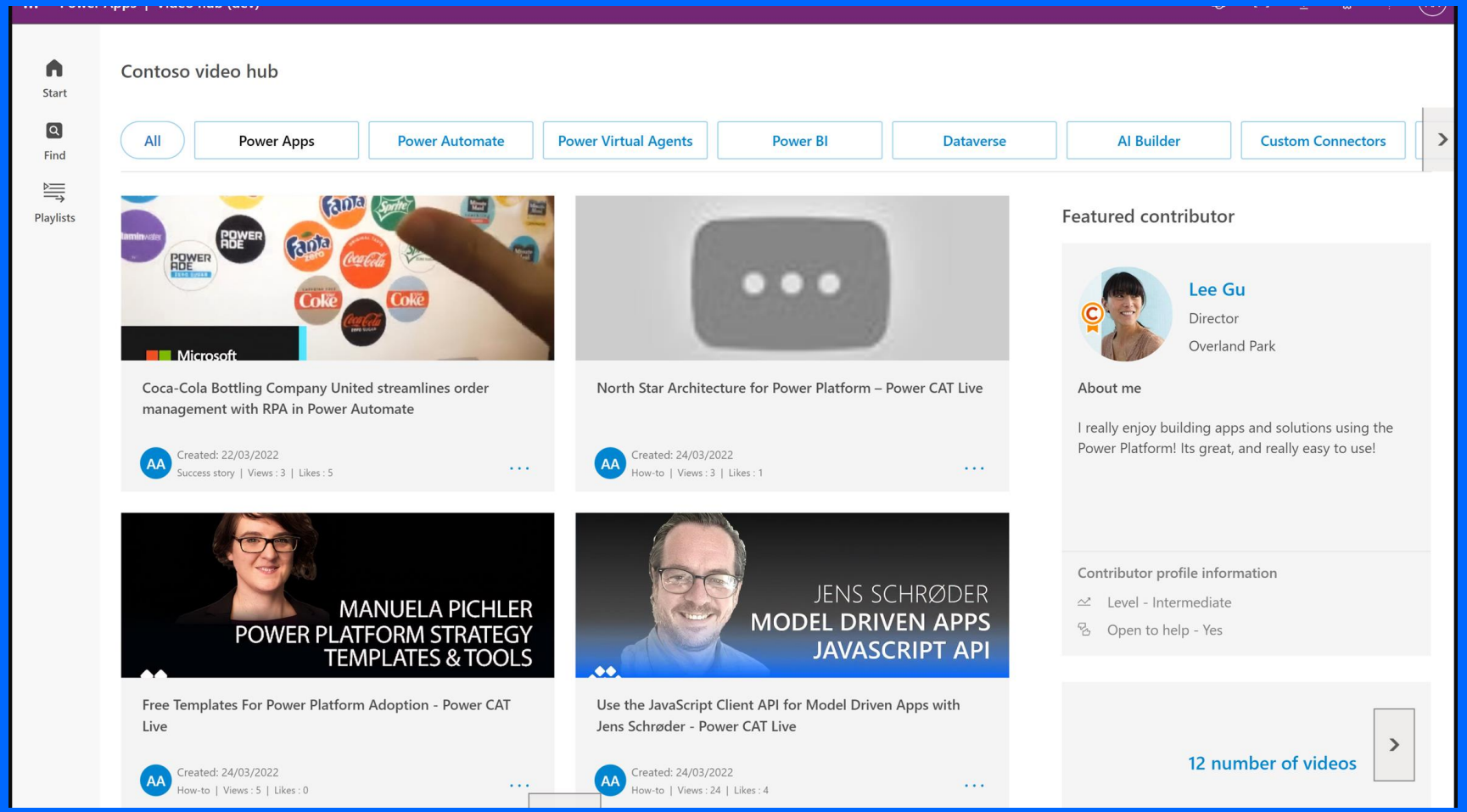
Center of Excellence Kit

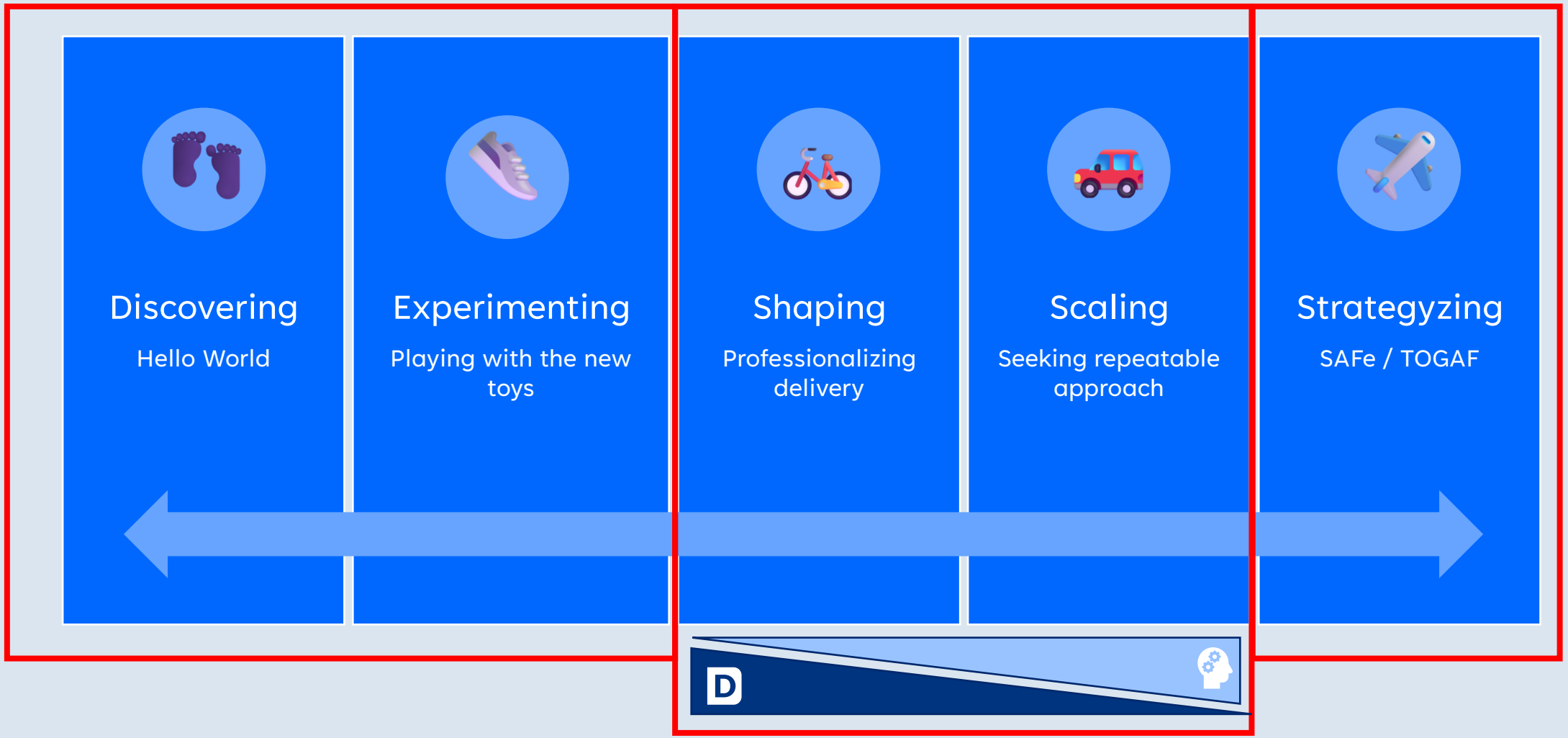


Center of Excellence Kit



Center of Excellence Kit



Automation 2.0 Maturity Model

Pilot | **Governanced** | **Driven**